

*A History of*  
**ACCOMPLISHMENT**

30

*Celebrating Thirty Years of  
Performance  
Excellence*



Javits-Wagner-O'Day  
**JWOD**

**nish**  
CREATING EMPLOYMENT OPPORTUNITIES FOR PEOPLE WITH SENSORY DISABILITIES



The first JWOD Program service contract, which is still in operation today, was for grounds maintenance services for the Naval Air Station (NAS) Whidbey Island. New Leaf of Oak Harbor, Wash. commenced services at NAS in 1973. NISH was not yet incorporated, but the Javits amendment of 1971 had expanded the program to allow nonprofit agencies serving people with severe disabilities other than blindness to participate in the program and authorized nonprofit agencies to provide not only supplies, but also services to the Federal Government.

## From the BEGINNING

1938



- Wagner-O'Day Act (named for Sen. Robert Ferdinand Wagner and Rep. Caroline Love Goodwin O'Day) becomes law, establishing the Committee on Purchases of Blind-made Products (now called the Committee for Purchase From People Who Are Blind or Severely Disabled).

- National Industries for the Blind (NIB) incorporated.

1971



- Expanded Javits-Wagner-O'Day Act (to include Sen. Jacob Javits) extends coverage to people with severe disabilities other than blindness and creates opportunities for the provision of services.

- Authorization for the Committee for Purchase From People Who Are Blind or Severely Disabled to hire staff is granted under the JWOD Act.

1974

- June—NISH incorporated.

- July—NISH opened its operations in Bethesda, Md.



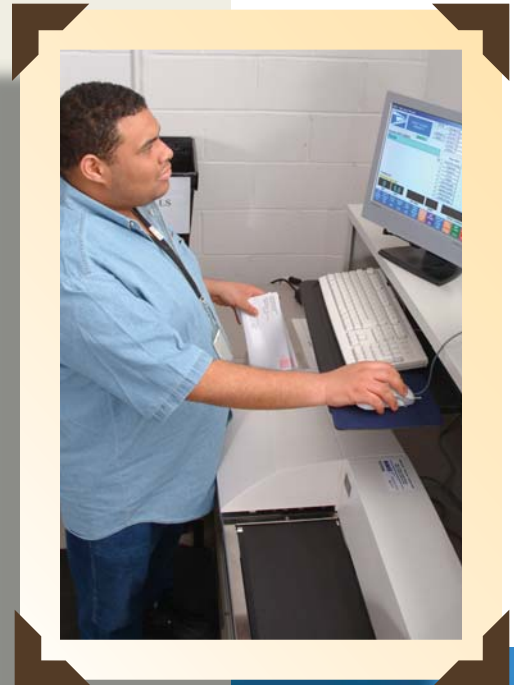
## NISH *and the* Javits-Wagner-O'Day (JWOD) Program

NISH is a national nonprofit agency whose mission is to create employment opportunities for people with severe disabilities by securing Federal contracts through the Javits-Wagner-O'Day (JWOD) Program for its network of community-based, nonprofit agencies.

Providing employment opportunities to more than 45,000 people, the JWOD Program is the largest single source of employment for people who are blind or have other severe disabilities in the United States. More than 600 participating nonprofit organizations employ these individuals and provide quality goods and services to the Federal Government at a fair price.

The JWOD Program is a coordinated effort on behalf of the Committee for Purchase From People Who Are Blind or Severely Disabled, National Industries for the Blind (NIB) and NISH—Creating Employment Opportunities for People with Severe Disabilities. This effort has allowed people who are blind or who have other severe disabilities to acquire job skills and training, receive wages and benefits, and gain greater independence and quality of life. Through the JWOD Program, people with disabilities have the opportunity to enjoy participation in their community and can market their JWOD skills into other public and private sector jobs.

With its headquarters in Vienna, Virginia, NISH has regional offices in California, Washington, Georgia, Virginia, Texas and Illinois. Among its services, NISH offers its agencies regulatory assistance, information technology support, engineering, financial and technical assistance, legislative and workforce development assistance, communications and public relations materials; and an extensive professional training program.



One of NISH's newest contracts is nationwide mailroom services for the Internal Revenue Service. Michael Walker, ServiceSource, Inc., works at the Central Mail Facility in Northern Virginia, where all IRS mail in a 50 mile radius of Washington, D.C. is handled.

1975



- October—NISH adds its first product (Mechanic's

Creeper) to the Procurement List.

1976

- July—NISH designated sole Central Nonprofit Agency (CNA) for JWOD contracts that employ people with severe disabilities other than blindness.

- NISH North Central Region opens in Chicago, Ill.

- NISH South Central Region opens in Arlington, Texas.

1977

- NISH East Region opens in New York, N.Y. (the region later consolidated in Vienna, Va.).

*Continued on page 8*



# Message *from the* Chairman

During 2004, we celebrated the 30<sup>th</sup> anniversary of NISH.

There have been many changes during those 30 years and the growth in jobs and participating agencies, the variety of business lines and the expanded scope of the customer base has been significant. But the mission of creating job opportunities for people with disabilities remains unchanged; and one of the most impressive aspects of the Javits-Wagner-O'Day (JWOD) Program continues to be the multiplier effect the Program has in terms of job training, growing capability and capacity, and serving the community.

In 2004, NISH nonprofit agencies (NPAs) reported a record 41,154 JWOD jobs; but during that same period JWOD producing NPAs also reported a total of more than 135,000 jobs for people with disabilities supporting a wide range of companies, organizations and Federal customers. Additionally, more than 29,000 people with disabilities were placed in jobs in the private sector in communities throughout the United States. Much of the training for these jobs was a direct result of JWOD. Through the credibility established through the JWOD Program, NPAs have earned a reputation for having a dedicated and reliable workforce second to none; and as awareness grows, many additional customers are benefiting from the high quality products and services provided through the JWOD and NPA industrial base.

## *2004 – Another Excellent Year for Growth*

The contributions of this increasingly capable and integrated workforce were evident in 2004—just a few comparisons with 2003 illustrate the significant growth during the past year.

- ◆ Jobs for people with severe disabilities +8.1 percent
- ◆ Direct labor hours worked by people with severe disabilities +8.5 percent
- ◆ Wages paid to people with severe disabilities +13.2 percent
- ◆ Sales to Government customers +13.0 percent

## *Focus on the Future*

While 2004 was a year to celebrate and a year of significant growth, our primary focus was on the future and how we can address an unemployment rate for people with disabilities that still hovers around 70 percent. As such, we embarked on a plan to leverage the capabilities of an integrated workforce that is poised to satisfy the product and service needs of the Federal Government and many other customers as well. The plan has four major thrusts:

- ◆ Investing in Initiatives for Job Growth
- ◆ Adding Value for Government Customers and NPAs

- ◆ Enhancing the Long-Term Viability and Outreach of the JWOD Program
- ◆ Increasing Effectiveness and Efficiencies

## *Investments and Initiatives in Job Growth*

In 2004, NISH launched its secure document destruction line of business for the Internal Revenue Service (IRS). As of the end of the fiscal year, 10 nonprofit agencies provided this service at more than 60 sites throughout the United States. This business line is particularly attractive as it is one example of NISH's increased emphasis on serving people with the most significant productivity challenges; and because all sites are performing at the highest quality standard certified by the National Association for Information Destruction (NAID), these services are also attractive to the commercial sector. Almost every NPA involved now also supports the commercial sector. In one example, an NPA entered the document destruction business with one small JWOD contract; the NPA now has 85 commercial contracts and is processing almost 4,000 pounds of material daily vs. the 50 pounds processed at inception of the project.

Another major focus in 2004 was a nationwide secure mailroom initiative for the IRS. NISH worked with a NISH-affiliated NPA that served as the prime contractor to develop a solution utilizing both NISH NPAs and National Industries for the Blind (NIB) agencies.

# President/CEO 2004

At year end, the project created 197 jobs for people who are blind or severely disabled representing 28 NISH- and NIB-affiliated nonprofit agencies in 24 states... when fully implemented, the project will involve 50 mailrooms nationwide.

During 2004, support for our warfighters in Iraq and at locations throughout the world continued at a heightened level. NISH NPAs produced 86 percent of the chemical protective over garments worn by our troops and delivered significantly increased quantities of battle dress uniforms, cold/weather protective garments and underwear, fleece outer garments, and various military clothing and weapon/vehicular items.

Additionally, NISH commenced production of several new products in 2004. The JWOD Program was selected to produce the first quantities of the Army's new combat uniform with a single camouflage pattern designed for desert, woodland and urban terrain. NISH NPAs will produce a minimum of 1.8 million uniform sets during the next three years, providing 482 jobs; NIB agencies are scheduled to produce 720,000 uniforms during the same time frame.

NISH and NIB also collaborated on the new Combat Helmet contract. This product replaced two distinct products—the woodland and camouflage covers. The Defense Supply Center Philadelphia, NISH, NIB and the Committee for Purchase worked together to develop a coordinated, responsive solution for the single, new requirement.

## *Adding Value for Government Customers and NPAs*

During 2004, NISH furthered its commitment to enhancing the value of the JWOD Program to our customers through hiring business development and quality managers for each of the regional offices and the Products Business Unit. This investment in the future has infused the organization with some wonderful new talent and is the underpinning to an integrated business development and quality process. The quality managers will be in a direct line to the President/CEO and have only one mission—improving the quality of performance within NISH and in all the products and services delivered by NISH NPAs; likewise the business development managers will be directly linked to the Chief Operating Officer with clear goals for creation of additional jobs.

2004 also marked a major milestone in the creation of job opportunities for people with disabilities as, for the first time—working with the Committee for Purchase—we were able to establish a project that offers home-based employment opportunities! People with disabilities who are unable to get to the workplace are now answering telephone calls from the public requesting IRS forms and publications. This is a major breakthrough and this initiative is now being expanded to include medical transcription for the Department of Veterans Affairs.

Education and training continues to be an extremely popular program for NPAs and remains a cornerstone to increasing job opportunities for people with severe disabilities. The NISH Institute for Leadership, Performance and Development continued to refine and expand our training curriculum and offered more than 250 training sessions in 2004; additionally, the eLearning program served more than 1500 people who participated in 200 eLearning courses. A major focus moving forward will be a concentrated effort to develop comprehensive business line training that links with business development efforts and meets the needs of NISH and NIB affiliated agencies.

In 2004, NISH rolled out its Capabilities Database software that provides an up-to-date source of the NPA industrial base capabilities; this will facilitate formation of alliances around capabilities and rapid response to both Government and non-Government needs. In 2004, we also completed the roll-out of a Web-based service costing application to NPAs that provides project estimating and pricing for service contracts.

## *Enhancing the Long-Term Viability and Outreach of the JWOD Program*

In 2004, NISH created a comprehensive Strategic Plan. This plan is closely aligned with the strategic plan for the JWOD Program developed by the Committee for Purchase. It highlights NISH's goals and objectives

# Message *from the* Chairman & President/CEO *(Continued)*

for 2005-2007 and provides a roadmap for guiding the development of detailed business plans.

NISH, NIB and the Committee for Purchase also collaboratively developed a comprehensive Strategic Communications Plan. This plan is designed to deliver a consistent branding message that will build awareness and brand recognition for the JWOD Program. The plan is currently being implemented and will lead to increased job opportunities for people with disabilities.

During 2004, NISH continued to assist NPAs in building awareness of both the JWOD Program and disability employment issues with their Congressional representatives. An additional 11 members of Congress were designated JWOD Champions to recognize their support for JWOD and people with disabilities. The total number of JWOD Champions has grown to more than 40.

Two years ago, NISH established a scholarship program to encourage innovation and research to develop solutions that would facilitate opportunities for people with disabilities to participate in the workplace. Interest in these scholarships has continued to grow and NISH was proud to be selected for the 2004 New Freedom Foundation's Award in recognition of the success of this program in building awareness of the needs of people with disabilities among students and faculty at universities throughout the nation.

A major underpinning to the long-term viability of the JWOD Program is the requirement that 75 percent of all NPA direct labor hours must be performed by a persons with disabilities. During 2004, the results of enhancements made to our regulatory assistance program resulted in compliance with regulatory requirements that reached an all time high of more than 98 percent; the few short-term exceptions resulted from surge orders based on national emergencies or unusual start-up situations.

## *Increasing Effectiveness and Efficiencies*

Stewardship of resources and a commitment that every dollar spent will produce results at the lowest possible cost remains paramount at NISH.

NISH developed and expanded a quarterly reporting system that is now being used by NISH and NIB. This system eliminates redundancy and facilitates oversight responsibilities of the Committee for Purchase. As a follow-on, NISH and NIB are now collaborating on a comprehensive project to develop and deliver an integrated information flow solution across the various organizations involved in the JWOD Program. In addition to this information technology initiative, similar collaborative efforts with NIB are under way in business development, training and strategic communications.

Within NISH, a comprehensive performance management system that

aligns individual goals with corporate goals was implemented in 2004.

The system establishes individual performance goals that are linked directly to corporate goals. Appraisals and a reward system are then tied to performance against those established goals for team members, departments and divisions.

## *A Total Team Effort*

In closing, the outstanding results in 2004 were only possible because of our Federal customers' strong support of the JWOD Program and the exceptional work of the NPAs. The JWOD Program, while simple in concept, can often be a complex process that requires significant involvement by our Federal customers, the Committee for Purchase, the NPAs, and numerous Federal officials—and we extend our deepest appreciation to everyone who works so hard to maintain and create jobs for people with disabilities. The last 30 years have been wonderful; but during the next 30 years we are committed to invest the resources necessary to take the JWOD Program to new heights with improved quality products and services and additional employment opportunities for people with severe disabilities.

  
E. Robert Chamberlin, NISH president and CEO

  
Elmer Cerano, NISH Board chairman



## JWOD PROGRAM PRODUCES NEW ARMY COMBAT UNIFORM



U.S. soldiers from Georgia National Guard's 48th Infantry Brigade were the first to deploy to Iraq wearing the new Army Combat Uniform (ACU). The unit has 3,000 soldiers, each of whom deployed with four sets of ACUs. The National Center for Employment of the Disabled (NCED), El Paso, Texas, produced all of these, in addition to the 10,000 sets already shipped to Iraq and those issued in the United States. ■ The new ACU has a single camouflage pattern designed for desert, woodland and urban terrain. It replaces the separate configurations of existing combat uniforms that have distinct camouflage patterns for different terrain conditions. The Defense Supply Center Philadelphia (DSCP) asked the JWOD Program to become initial producers for this effort since several NISH-affiliated nonprofit agencies were already experienced producers of battle dress uniforms. ■ NCED will produce a minimum of 1.8 million uniform sets during the next three years, providing 482 jobs and \$119 million in sales. Left: Maria Valdez works on the contract to produce ACUs at NCED.

03/03/2006



# FY 2004 *Accomplishments*

## *Expansion of Service Business Lines*

- ◆ 10 NPAs provide secure document destruction services for the Internal Revenue Service at more than 60 locations
- ◆ Nationwide mailroom services for the IRS commences, with 13 sites operating by the end of FY 04
- ◆ IRS call centers offer home-based employment for individuals who answer telephone calls from the public requesting IRS forms and publications



Secure document destruction services for the IRS commenced in 2004, creating jobs for people with the most significant productivity challenges. This business line offers tremendous expansion opportunities in the Federal and commercial sectors.

- ◆ Mechanical maintenance contract involving four Federal buildings in New Jersey commences
- ◆ Food services contract at Great Lakes Recruit Training Command expands as the result of the conversion of food services previously performed by Navy recruits to people with disabilities. The expansion resulted in 1200 workers employed at Great Lakes in food service, approximately 715 of whom are people with severe disabilities

## *A Banner Year for Products*

- ◆ Production of 50 percent of the Government requirement for duffel bags begins; when the incumbent commercial contractors could not supply additional quantities for wartime support, Defense Supply Center Philadelphia turned to NISH
- ◆ The JWOD Program and the U.S. Department of Agriculture establish a strategic alliance to identify product opportunities where JWOD can be used to provide value-added products for USDA
- ◆ Cooperative Arrangement with Industry enables a nonprofit agency to seek an arrangement to utilize a commercial firm's available capacity for production of orange juice (production will begin in 2005)
- ◆ Four nonprofit agencies producing nonfat dry milk operate at higher capacity to support the Bush Administration's National Nonprofit Humanitarian Initiative to donate nonfat dry milk to nonprofit faith-based and community organizations
- ◆ Military surge continues with major increases in requirements for battle dress uniforms, cold/wet weather protective garments and underwear, fleece garments, various military clothing and equipment sales, and weapon/vehicular equipment
- ◆ The JWOD Program produced 86 percent of the Government requirement for JSLIST Chemical Protective Suits
- ◆ An additional 10 percent of the Veterans Affairs requirement for interment flags added to the Procurement List





During FY 2004, four NISH-affiliated nonprofit agencies produced 780,000 chemical protective suits, resulting in 980 jobs for people with severe disabilities.

### *Unprecedented Collaboration with NIB and the Committee for Purchase*

◆ Defense Supply Center Philadelphia selects the JWOD Program to produce the first quantities of the Army's new combat uniform with a single camouflage pattern designed for desert, woodland and urban terrain. NISH NPAs will produce at least 1.8 million uniform sets during the next three years, providing 482 jobs, and NIB agencies are scheduled to produce 720,000 uniforms during the same time frame

◆ NISH, NIB, the Committee and the Defense Supply Center Philadelphia work together to develop a coordinated, responsive solution to the single, new requirement for a reversible combat helmet cover, which replaced two distinct products—the woodland and camouflage covers

◆ NISH, NIB and the Committee for Purchase collaboratively develop a comprehensive Strategic Communications Plan. The plan, which is currently being implemented, is designed to deliver a consistent branding message that will build awareness and brand recognition for the JWOD Program

◆ NISH develops and expands the Quarterly Employment Report for NIB use; NISH and NIB are now collaborating on a comprehensive project to develop and deliver an integrated information flow solution across the various organizations involved in the JWOD Program

◆ JWOD Program Satellite Office opens at the Defense Supply Center Philadelphia

### *Enhancing the JWOD Image and Long-Term Viability of the JWOD Program*

◆ NISH honors 11 additional members of Congress as JWOD Congressional Champions

◆ NISH names 12 additional Government Procurement officials JWOD Procurement Champions

◆ Regulatory Assistance program enhancements result in compliance with regulatory requirements that reached an all time high of more than 98 percent; the few short term exceptions resulted from surge orders based on national emergencies or unusual start-up situations

### *Adding Value for NPAs*

◆ NISH rolls-out CRP (Community Rehabilitation Program) Capabilities and ServiceCosting applications to all NPAs

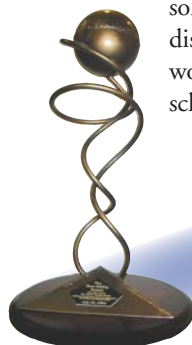
◆ NISH adds CRP Association, a new application, to the NISH Extranet, allowing nonprofit agencies to become associated with the program through an online registration process

◆ NISH launches *CRP Connection*, a quarterly publication designed exclusively for nonprofit agencies

◆ NCWC and NISH establish a Partnership Task Force to resolve key issues and concerns of nonprofit agencies

### *Assistive Technology Scholarship Program Recognized*

◆ NISH receives the New Freedom Foundation's 2004 New Ability Educational Award in recognition of its National Scholar Award for Workplace Innovation & Design. NISH established the scholarship program in 2003 to challenge college-level engineering students to create technology-based solutions to barriers facing people with severe disabilities as they try to enter or advance in the workplace. NISH added a second track for high school students in 2004.



# 2004 NISH *Board of Directors*

**T**he NISH Board of Directors is the governing body of NISH. The board is comprised of 27 volunteers who support the Javits-Wagner-O'Day (JWOD) Program and the mission to employ people with severe disabilities. Board members have expertise and skills in a variety of areas, including nonprofit agency executive experience, legal, advocacy, finance and a myriad of other backgrounds.

The board is comprised of a diverse group of directors who represent seven categories of board membership, including:

- ◆ Past or present JWOD Program participant: This director(s) is an individual who has or is currently receiving services as an employee through the JWOD Program.
- ◆ Disability Leader/Advocate: This director(s) is an individual with a disability who has demonstrated advocacy and other leadership qualities in the disability community.
- ◆ Members-At-Large: This director(s) has technical and professional expertise desired by the board at the time of his/her nomination.
- ◆ Regional NISH Board representative: In each NISH region, nonprofit agencies (NPAs) elect one executive of a NISH associated JWOD-producing agency to serve on the NISH Board.
- ◆ National Nonprofit Agencies (NNAs): The NNAs represent the six organizations that founded NISH, including The Arc, Goodwill Industries International, Inc., International Association of Jewish Vocational Services, ACCSES (formerly American Rehabilitation Association), National Easter Seal Society and United Cerebral Palsy Associations. Each NNA board can designate one representative from its respective organization/constituency to serve on the NISH Board.
- ◆ National Council of Work Centers: NCWC is an organization of nonprofit agency representatives who participate in the JWOD Program. NCWC can designate one representative to serve on the NISH Board.
- ◆ Officers comprised of Chair, Vice Chair, Secretary, Treasurer and Immediate Past Chair: These positions are elected by the board. Individuals serving in these positions cannot represent another constituency on the board.

## *2004 Board Accomplishments*

The NISH Board of Directors recognizes the integral role it plays in ensuring NISH's organizational success. Therefore, among the many accomplishments of the NISH Board of Directors during 2004 were the efforts to improve the board's governance responsibilities. Several actions were taken in this regard and are described below.

## *Development of a Code of Conduct and Conflict of Interest Policy*

The NISH Board of Directors adopted a Code of Business Conduct and Ethics and Conflict of Interests Policy (the "Code"). This Code is intended to focus the board on the duties and responsibilities of its members, offer guidance to directors to help them recognize and deal with ethical issues, provide mechanisms to report unethical conduct, and help foster a culture of honesty and accountability.

Establishing and enforcing such a policy is one aspect of safeguarding nonprofit organizations against unethical or illegal practices. Board members are expected to disclose any conflicts of interest or potential conflicts of interest during the board and committee meetings.

## *Recruitment of Prospective Members*

Term limits and board turnover are considered best practices. All boards should be periodically infused with new members, enabling the board to benefit from new perspectives and approaches. The recruitment of new directors becomes critical to ensure that there can be board turnover. The recruitment of prospective directors is a board responsibility.

This year, the NISH Board greatly expanded its outreach and recruitment efforts. More than 2,300 organizations, associations and individuals were contacted. It is important that boards of directors not compromise having qualified members with the desired expertise needed on the board. Further, directors should reflect a diversity of backgrounds, skills and experiences.

## *1978*

■ NISH West Region opens in Burlingame, Ca.

■ The Northwest Association of Rehabilitation Industries (NARI) opens an office in Seattle, Wash. and operates JWOD contracts under an agreement with NISH. The office became the NISH Northwest Region in 1981.

## *1979*

■ NISH hosted its first National Training Conference in St. Louis, Mo. in March.

■ NISH begins to seek contracts in the service arena.





*From left to right, front row:* George Kessinger, Aberra Zewdie, Harry Baughn, James Barone, Philip Kosak, Elmer Cerano, Edward Guthrie, Barbara Nurenberg, William Mead and Tiana Tozer. *Back row:* Maria Marquez, Melphine Evans, David Powless, William Cheeks, Marc Kilmer, John Murphy, Cynthia Sillar, Robert Smith, Paul Atkinson, Charles Brown, Sally Cerny, Susan Fonfa and Paul Marchand. *Not Shown:* Gregg Bender, Edmond Benton, William Coleman Jr. and Frederick Frese.

### ***Strengthened Financial Integrity***

The NISH Board focused on strengthening financial integrity by expanding financial expertise in its membership and by establishing an audit committee to assist the board in its oversight responsibilities.

#### ***Expanded Financial Expertise***

Although a number of board members had some level of financial knowledge, it was important to have at least one director who was recognized as a financial expert who had academic and/or practical experience as an auditor or accountant. In response to this need, an individual who is a certified public accountant was recruited and became a member of the NISH Board. This individual possessed the appropriate financial background needed by the board, as well as for membership on a board's audit committee.

#### ***Establishment of an Audit Committee***

The board established a five-person Audit Committee, which assists the board in its oversight responsibilities. The Audit Committee takes appropriate actions to set the overall tone at NISH for quality financial reporting, sound risk practices and ethical behavior.

Specific responsibilities of the Audit Committee include the review and implementation of actions to ensure the effectiveness of NISH's internal financial control and risk management system; any internal audit function; the

independent audit process, including recommending the appointment and assessing the performance of the external auditor; and NISH's process for monitoring compliance with laws and regulations affecting the organization and its code of conduct.

### ***Education for Directors***

Director education will improve the member's competence and understanding of their roles and responsibilities. It will also heighten the member's exposure to the organization's operations and management. With respect to a board member's fiduciary responsibilities, a level of understanding of financial statements and reports is a necessity.

In addition to the NISH Board's current new board member orientation program, two training programs were started in conjunction with the board meetings. One program is a two-hour session devoted to explanations of major initiatives and challenges that require additional emphasis. Although this training is available to any NISH Board member, it is specifically targeted to new directors. The other training program focuses on financial competency. All board members are encouraged to participate in this training.

1981

- NISH National Awards Program established.
- NISH East Region opens in suburban Philadelphia, Pa. (the region later consolidated in Vienna, Va.)

- NISH opens an office near Atlanta, Ga. as a sub-office of the East Region. The office became the NISH South Region in 1984.

1983

- September—National Headquarters moved from Bethesda to Vienna, Va. (Cedar Lane)

*Continued on page 12*

## Board of Directors (Continued)

### OFFICERS

#### *Elmer Cerano*

CHAIRMAN/PRESIDENT  
Michigan Protection and  
Advocacy Service, Inc.  
*Lansing, MI*

#### *Philip Kozak*

IMMEDIATE PAST CHAIR  
PRESIDENT  
Carolina Fine Snacks  
*Greensboro, NC*

#### *Edward Guthrie*

VICE CHAIRMAN  
EXECUTIVE DIRECTOR  
Opportunity Village ARC  
*Las Vegas, NV*

#### *Gregg Bender*

SECRETARY  
DIRECTOR OF BUSINESS OPERATIONS  
Chautauqua County Chapter,  
NYSARC, Inc.  
*Jamestown, NY*

#### *James Barone*

TREASURER  
*Centerville, Ohio*

### MEMBERS

#### *Paul Atkinson*

EXECUTIVE DIRECTOR  
Louise W. Eggleston Center, Inc.  
*Norfolk, VA*

#### *Harry Baughn*

VP OPERATIONS  
Industrial Opportunities, Inc.  
*Andrews, NC*

#### *Edmond Benton*

EXECUTIVE DIRECTOR  
UCP of Central Arkansas  
*Little Rock, AR*

#### *Charles Brown*

PRESIDENT/CEO  
Charles R. Brown & Company PC, CPA  
*Detroit, MI*

#### *Sally Cerny*

PROGRAM & DEVELOPMENT CONSULTANT  
Easter Seals-Goodwill Northern Rocky  
Mountain  
*Great Falls, MT*

#### *William Cheeks*

ADMINISTRATIVE ASSISTANT  
Huntsville Rehabilitation Foundation, Inc.  
*Huntsville, AL*

#### *William Coleman, Jr.*

PROCUREMENT CONSULTANT  
*Indianapolis, IN*

#### *Melphine Evans*

CONTROLLER, CENTRALISED FUNCTIONS  
BP America Inc.  
*London*

#### *Susan Fonfa*

EXECUTIVE DIRECTOR  
Fedcap Rehabilitation Services, Inc.  
*New York, NY*

#### *Frederick Frese*

PROJECT COORDINATOR  
*Hudson, OH*

#### *George Kessinger*

PRESIDENT AND CEO  
Goodwill Industries International, Inc.  
*Rockville, MD*

#### *Marc Kilmer*

EXECUTIVE DIRECTOR/CEO  
ACCSES  
*Washington, DC*

#### *Paul Marchand*

ASSISTANT EXECUTIVE DIRECTOR FOR  
POLICY AND ADVOCACY  
The Arc  
*Washington, DC*

#### *Maria Marquez*

*Commerce, CA*

#### *William Mead*

CEO  
Job Options, Inc.  
*La Quinta, CA*

#### *John Murphy*

PRESIDENT  
Portland Habilitation Center, Inc.  
*Portland, OR*

#### *Barbara Nurenberg*

PRESIDENT & CEO  
JVS – Detroit  
*Southfield, MI*

#### *David Powless*

PRESIDENT  
BearPaw Inc.  
*Corrales, NM*

#### *Cynthia Sailer*

VICE PRESIDENT & GENERAL MANAGER  
Lockheed Martin  
Lockheed Martin Missiles and  
Fire Control  
*Archbald, PA*

#### *Robert Smith*

CEO  
Platte River Industries  
*Denver, CO*

#### *Tiana Tozer*

PUBLIC RELATIONS SPECIALIST  
Standard Insurance Company  
*Portland, OR*

#### *Aberra Zewdie*

DIRECTOR - DIVISION OF ADULT  
REHABILITATION SERVICES  
Ada S. McKinley  
Community Services, Inc.  
*Chicago, IL*



## NISH NPAs PROVIDE FLEET MAINTENANCE AND PRODUCE GLOW PLUGS FOR HUMVEES



Skookum Educational Programs in Port Townsend, Wash. has a \$17 million contract with the Army at Fort Lewis, Wash. that enables JWOD employees to work within a Department of Labor-approved journeyman training program in Installation Vehicle Maintenance, which currently employs 270 people with severe disabilities—including Bruce Burton (right)—who earn an average wage of \$17.85 per hour. Center: Chief Warrant Officer Richard Hetrick (left), U.S. Army, meets with Lon Broussard, Skookum shop foreman. ■ In Shelbyville, Ind., David McCabe (left), Shares, Inc., works on a project that also involves military humvees. For that project, about 20 people with disabilities manufacture and package glow plugs that are installed in all humvees that are used by the Department of Defense. The annual contract is for 400,000 glow plugs and is worth about \$1.4 million.

*“The partnership between NISH, Skookum and Fort Lewis for Wheeled Vehicle Fleet Maintenance has been truly a win-win situation. The quality of service has been outstanding. Open communications between the three parties has been a key ingredient for the success of this venture. Choosing a NISH contractor allowed the Government and the selected NPA to discuss the statement of work thoroughly prior to submitting the proposal so there were no surprises.”*

—James Edwards, Army Contracting Agency Northern Region,  
Director of Contracting, Fort Lewis

# *The COMMITTEE for Purchase From People Who Are Blind or Severely Disabled*

**T**he Javits-Wagner-O'Day (JWOD) Program is administered by an independent Federal agency, the Committee for Purchase From People Who Are Blind or Severely Disabled (the Committee). There are 15 Committee members, including 11 senior Federal executives, a majority of whom are procurement officials, and four private citizens who are advocates for people who are blind or who have other severe disabilities. Federal agencies represented on the Committee include the Departments of Agriculture, Air Force, Army, Commerce, Defense, Education, Justice, Labor, Navy, Veterans Affairs, and the General Services Administration. The four private citizens on the Committee include two individuals who represent participating nonprofit agencies and two individuals who are knowledgeable about the employment obstacles faced by people who are blind or who have other severe disabilities. The President of the United States appoints all members of the Committee.

In addition to their role in setting policy for the JWOD Program, Committee members are primarily responsible for determining which products and services purchased by the Federal Government will be added to the Program Procurement List for provision from JWOD-participating nonprofit agencies; establishing the fair market prices for these products and services, and revising the prices when appropriate; ensuring that nonprofit agencies comply with Committee rules and regulations (through on-site reviews of agency operations, annual certifications and other means); and assisting entities of the Federal Government in expanding their JWOD procurement.

The Committee is supported in its efforts by a full-time staff located in Arlington, Va. The staff reviews proposed products and services to ensure that the Committee has adequate data to determine their suitability for addition to the Procurement List. Information compiled by the staff is submitted to Committee members for consideration in deciding whether to add the products and services to the Procurement List. Other responsibilities of the Committee staff include communicating to Federal customers the benefits of purchasing JWOD Program products and services; identifying and researching issues of interest to the JWOD Program for review and discussion by the Committee; reviewing and analyzing recommended fair market prices for

current and proposed JWOD Program products and services; assisting nonprofit agencies in complying with Committee rules and regulations and those of other Federal agencies; and implementing technology infrastructures to facilitate communication and rapid access to information electronically among Committee members, Committee staff, central nonprofit agencies, nonprofit agencies and Federal customers.

National Industries for the Blind (NIB) and NISH (serving individuals with a range of disabilities) propose items to the Committee for addition to the Procurement List after working closely with Federal contracting activities and the nonprofit agencies that will be performing the work. Through these two designated Central Nonprofit Agencies, the Committee works with more than 600 nonprofit agencies across the country, as well as in Puerto Rico and Guam. Federal customers' purchases of JWOD products and services provided by these participating agencies, and the people who are blind or have other severe disabilities they employ, helps battle the high unemployment rate faced by this untapped labor resource, 70 percent of whom are not employed. The JWOD Act (41 U.S.C. 46-48c) requires that the Federal Government purchase products and services that the Committee has, after careful consideration, decided to add to the Procurement List. These products and services are furnished to the Government (either directly or, in the case of common-use products, through distributors) by NIB- and NISH-associated nonprofit agencies nationwide.

The JWOD Program's mission is to provide employment opportunities for people who are blind or have other severe disabilities in the manufacture and delivery of products and services to the Federal Government. Nonprofit agencies employing people who are blind or who have other severe disabilities must demonstrate to the Committee that they can offer the Government quality supplies and services at reasonable prices.

The Committee for Purchase works closely with NISH, NIB, their associated nonprofit agencies and Federal personnel in order to accomplish the employment and procurement mission of the JWOD Program.

**1984**

■ January—First NISH Financial Assistance Program (the revolving loan fund) established for NPAs.

**1993**

■ April—National Council of Work Centers (then known as Council of Workshops) formed, representing all producing and affiliated NPAs.

**1999**

■ Sens. Mike DeWine (Ohio) and John Chafee (Rhode Island) receive the first Javits Awards from NISH.



## COMMITTEE MEMBERS FOR FY 04

### *Steven B. Schwalb*

CHAIRPERSON  
CHIEF OPERATING OFFICER, UNICOR  
Corporate Management  
Federal Prison Industries  
Department of Justice  
November 1994

### *Andrew Houghton*

VICE CHAIRPERSON  
PRIVATE CITIZEN—NONPROFIT AGENCY  
Employees with Other Severe Disabilities  
March 2003

### *Frederick R. Beaman, III*

CHIEF, AIR FORCE LABOR ADVISORS  
Department of the Air Force  
July 2003

### *Steven R. Bernett*

DEPUTY COMMANDER  
Defense Supply Center Philadelphia  
Defense Logistics Agency  
Department of Defense  
July 2003

### *The Honorable William H. Campbell*

ASSISTANT SECRETARY FOR MANAGEMENT  
AND CHIEF FINANCIAL OFFICER  
Department of Veterans Affairs  
January 2004



*Committee members, from left to right, front row: LeRoy F. Saunders, Bob T. Kelly, Jr., Andrew Houghton, Hon. Joanne Wilson, Frederick R. Beaman, III and Felipe Mendoza. Back row: Steven R. Bernett, RADM Justin D. McCarthy, James H. Omvig, Steven B. Schwalb, Hon. William H. Campbell and John Surina. Not shown: W. Roy Grizzard, Jr., Michael Sade and Sandra O. Sieber.*

### *W. Roy Grizzard, Jr., Ed.D.*

ASSISTANT SECRETARY FOR DISABILITY  
EMPLOYMENT POLICY  
Office of Disability Employment Policy  
Department of Labor  
September 2004

### *Robert T. Kelly, Jr.*

PRIVATE CITIZEN—OBSTACLES TO  
EMPLOYMENT OF PERSONS WITH OTHER  
Severe Disabilities  
July 2003

### *RADM Justin D. McCarthy*

COMMANDER, NAVAL SUPPLY SYSTEMS  
COMMAND AND CHIEF OF SUPPLY CORPS  
Department of the Navy  
March 2003

### *Felipe Mendoza*

ASSOCIATE ADMINISTRATOR  
Office of Small Business Utilization  
General Services Administration  
July 2003

### *James H. Omvig*

PRIVATE CITIZEN—NONPROFIT AGENCY  
Employees Who are Blind  
March 2003

### *Michael Sade*

DIRECTOR FOR ACQUISITION  
MANAGEMENT AND PROCUREMENT  
EXECUTIVE  
Department of Commerce  
July 2003

### *LeRoy F. Saunders*

PRIVATE CITIZEN—OBSTACLES TO  
EMPLOYMENT OF PERSONS WHO ARE  
BLIND  
March 1995

### *Sandra O. Sieber*

DEPARTMENT OF THE ARMY  
Director of the Army Contracting  
Agency  
August 2003

### *John Surina*

DEPUTY ASSISTANT SECRETARY FOR  
ADMINISTRATION  
Department of Agriculture  
March 2003

### *The Honorable Joanne Wilson*

COMMISSIONER REHABILITATION  
SERVICES ADMINISTRATION  
Department of Education  
March 2003

## 2000

■ Sens. Jim Jeffords (Vermont) and Edward Kennedy (Massachusetts) receive Javits Awards.

## 2001

■ JWOD Procurement Champions Program is established to recognize Federal Government employees who provide outstanding support of JWOD.

## 2002

■ The JWOD Program commences surge support during Operation Iraqi Freedom and the Post Major Combat Phase.

# National Council of Work Centers (NCWC)

The NCWC is an independent network of executives representing nonprofit agencies (NPAs) that manufacture products or provide services under the JWOD Program. The NCWC Executive Committee consists of four elected officers and representatives of agencies from each of six NISH regions.

Under the direction of President Paul Atkinson of Eggleston Services, an NPA in Norfolk, Va., the NCWC is the liaison between the NPA community and the NISH Board of Directors. The president of the NCWC serves on the NISH Board of Directors, thus ensuring that the NPA community has direct input into the deliberations and policy-making decisions of the board. The NCWC addresses issues of concern or significant relevance to NPAs and their participation in the JWOD Program, and assists NISH with research and data collection to advance the JWOD Program.

*"I recommend that Federal customers use the JWOD Program for two reasons.*

*Number one is we've always gotten a quality product from our JWOD partners...It's a win-win situation: we get a quality product and meaningful and productive jobs are provided for people who might not otherwise have that opportunity."*

— Colonel Paul Diamonti, Director of Clothing and Textiles,  
Defense Supply Center Philadelphia, Philadelphia, Pa.,  
Defense Logistics Agency

During the NCWC annual meeting in 2004—held in conjunction with the NISH National Training Conference in Hollywood, Fla.—the NCWC held an open forum to solicit input from NPA representatives. The result of the forum was a list of NPA concerns, which were then compiled into nine major categories during a subsequent meeting.

The NCWC also sought volunteers from NPAs and NISH to participate in a task force to address these concerns. Since the annual meeting last spring, the NCWC—with the full support of NISH leadership—has hosted two task force meetings. The first meeting, held in early September 2004, focused on the contract distribution process. With guidance from the NISH Board of Directors, the task force developed a process with full transparency that utilizes the NISH Extranet to make NPAs aware of opportunities, as well as information on the criteria that is used in the recommendation of the contract award.

"We felt we made great progress on dealing with the contract allocation process," said Atkinson. "NPAs can throw their hat in if they are interested... and after an award is made, they will know what criteria were used. This will allow them to align their organizations to improve their chances of being awarded future contracts."

The Task Force also addressed the second major category of concern—the relationship between NISH and NPAs. In response to concerns regarding the lack of clarity in expectations on both sides, the Task Force began to outline the roles and responsibilities of NISH and NPAs. Discussion regarding that topic will resume at the Task Force's next meeting during FY 2005.

The NCWC also has a national awards program to recognize excellence in management and leadership at NPAs from across the country.

## 2002

■ NISH honors President George H. W. Bush with Javits Award.

## August 2002

■ JWOD Congressional Champions Program established to recognize senators and representatives who demonstrate outstanding support of their constituents with disabilities and the JWOD Program.





NCWC members, from left to right: Kali Mallik, Jerry Bettenhausen, Rhea Nelson, Paul Atkinson, Susan Fonfa and Wayne McMillan. *Not shown:* Robert Daniels, Patricia Black, Peter Lukes and Skip Covell.

## OFFICERS

### *Paul Atkinson*

PRESIDENT  
EXECUTIVE DIRECTOR/CEO  
Eggleston Services  
Norfolk, VA

### *Robert Daniels*

VICE PRESIDENT  
CEO  
Pioneer Adult Rehabilitation Center (PARC)  
Clearfield, UT

### *Patricia Black*

SECRETARY  
VICE PRESIDENT OF CONTRACTS  
Goodwill Industries of San Antonio  
San Antonio, TX

### *Susan Fonfa*

PAST PRESIDENT  
EXECUTIVE DIRECTOR  
Fedcap Rehabilitation Services, Inc.  
New York, NY

## REGIONAL REPRESENTATIVES

### *Jerry Bettenhausen*

SOUTH CENTRAL REGION  
PRESIDENT  
Work Services Corporation  
Wichita Falls, TX

### *Skip Covell*

WEST REGION  
CEO  
The Arc of San Diego  
San Diego, CA

### *Peter Lukes*

NORTH CENTRAL REGION  
EXECUTIVE DIRECTOR  
Cass Valley Enterprises  
Caro, MI

### *Kali Mallik*

EAST REGION  
PRESIDENT  
Alliance, Inc.  
Baltimore, MD

### *Wayne McMillan*

SOUTH REGION  
PRESIDENT/CEO  
Bobby Dodd Industries  
Atlanta, GA

### *Rhea Nelson*

NORTHWEST REGION  
EXECUTIVE DIRECTOR  
New Leaf, Inc.  
Oak Harbor, WA

## October 2002

■ NISH establishes the National Products Business Unit based in Vienna, Va. with field offices in each of the NISH Regions.

## 2003



■ NISH National office, Products Business Unit and East Region consolidate into one Headquarters Building in Vienna, Va.

*Continued on page 18*

# 2004 NISH *National Awards*

Each year, NISH conducts its National Awards Program with one purpose in mind – to recognize the achievements of individuals, nonprofit agencies (NPAs), government agencies, businesses and other organizations supporting or benefiting from the Javits-Wagner-O'Day (JWOD) Program. The Awards Program began in 1979, and over the years has helped generate and promote awareness about creating employment opportunities for people with disabilities.

## 2004 WILLIAM M. USDANE MEMORIAL AWARD

*This award is presented each year to an individual with severe disabilities who has exhibited outstanding achievement and exceptional character as an employee in the Javits-Wagner-O'Day (JWOD) Program. The award is named for the late William Usdane, former Assistant Commissioner of the Rehabilitation Services Administration (RSA), who worked tirelessly on behalf of people with disabilities.*

Stuart Turner excels in every way and has always set an exceptional example for others to follow within the service branch (Phoenix Service) of the Huntsville Rehabilitation Foundation in Alabama. In his job as janitorial custodian at the Redstone Arsenal Sparkman Center, Stuart demonstrates a serious work ethic, positive attitude and excellent attendance. He wears his Phoenix Service uniform with tremendous pride, resulting in a high standard of appearance that is simply beyond reproach.

The Sparkman Center area is one of the most challenging assignments for JWOD workers at the Huntsville Rehabilitation Center, but Stuart has met that challenge with tremendous success. He consistently maintains a quality control score well above the 95 percent level expected by the Government customer. He is always quick to volunteer to fill in wherever he is needed when other employees are absent, and the high quality of his work has generated several letters of appreciation to the nonprofit agency from Government customers who appreciate all that he does for them.

Stuart's passionate will to overcome whatever difficulties life presents and his great compassion for all people have enabled him to succeed despite times of rejection, ridicule and isolation. He was born with cerebral palsy and has been challenged on many levels—physically, intellectually, socially and emotionally. Initially he found a job delivering mail in a municipal building. However, his supervisor never understood his employees with special needs and rather than coaching Stuart, instead urged him to try another job. It was at that point Stuart found the



**Stuart Turner**

HUNTSVILLE REHABILITATION FOUNDATION INC.  
(doing business as Phoenix Industries)  
Huntsville, Alabama

Huntsville Rehabilitation Foundation where he received the training and encouragement he needed to succeed at his work and ultimately distinguish himself as an outstanding employee.

Furthermore, Stuart's accomplishments and generosity extend beyond the work place. He has delivered Meals on Wheels, worked for Care and Assurance Services for the Aging (CASA) carrying out home repairs for senior citizens and people with disabilities, and helped build a house for Habitat for Humanity. Additionally, he spoke on behalf of Vocational Rehabilitation and Phoenix Service before Alabama state legislators at a legislative forum held at Huntsville City Hall and was recently selected as the employee representative for a NISH supported Federal Government effort to advocate for Government support of the JWOD Program.

Stuart has won several prestigious accolades including the Huntsville Rehabilitation Foundation William Whatley Significant Achievement Award in 2003 and the Alabama Association of Rehabilitation Facilities Achievement Award in 2004. These local and state awards recognize the individual who has best exhibited significant progress in achieving his maximum potential by overcoming significant mental, physical or emotional barriers; demonstrating a spirit of cooperation, initiative and responsibility; and exhibiting characteristics of a positive role model for others. Stuart has all of these characteristics and is an outstanding example of an individual who has thrived through his involvement in the JWOD Program.





**Anthony Richard**

CHALLENGE UNLIMITED INC.  
Alton, Illinois

## 2004 EVELYNE VILLINES AWARD

*This award is presented each year to an individual with a disability who exhibits exceptional character and outstanding achievement and has successfully graduated to other employment following work in the JWOD Program. This award is named for Evelyn Villines, a leading national spokesperson and advocate for people with disabilities, as well as a champion of the JWOD Program.*

Two primary characteristics—courage and determination—have defined and distinguished Anthony Richard throughout his adult life.

A former U.S. Marine, Anthony was forced to end his military service after suffering a severe injury. “I went from life on top of the world to a life of no hope,” Anthony said. He decided to put his GI benefits to work for him and started college at Southern Illinois University at Edwardsville, Ill. While temporary losses of feeling in his left arm and leg lingered from his neck injury, Richard never lost hope that he would be productive again.

While studying at Southern Illinois University, Anthony was introduced to Challenge Unlimited, Inc. and its Community Vocational Rehabilitation Program, and began working at the University’s mailroom. Anthony strived to overcome his disability and progressed to a level of

employability that allowed him to leave the Community Vocational Rehabilitation Program and secure a position with an outside employer—the Iron Workers Union in East St. Louis.

Unfortunately, Anthony’s bravery and willpower were cruelly tested once again. While working on the Page Bridge in St. Louis, Anthony was assaulted by a disgruntled co-worker. The injury diminished his ability to maintain his equilibrium and left his mind in a whirlwind without medication. “I knew Challenge Unlimited specialized in working with people with disabilities and I wondered if they would hire me back,” Anthony said.

Anthony returned to the Community Vocational Rehabilitation Program and was placed as a custodian at the General Services Administration (GSA) facility in St. Louis. Despite the emotional and physical challenges he faced as a result of the second injury, Anthony’s work at the GSA facility continued to progress. Anthony’s supervisors, Kelly Cross and Brian Terrell, recommended Anthony for a GSA-supervised position as an outside utility worker, a demanding job that made him solely responsible for the maintenance of the facility’s 62.5 outside acres. Anthony’s skills and strong work ethic were noticed by another employer at the GSA building, Wilson 5 Service, and soon hired him to serve as a general maintenance worker. In the new job, Anthony has nearly doubled his custodian’s salary and performs a wide variety of tasks, including general maintenance, plumbing and electrical work.

“Challenge Unlimited helped me rebuild my confidence and made me feel good about contributing,” Anthony said. “I was not sitting around feeling sorry for myself anymore. I was doing something productive and it made me feel valued.”

“It all starts with quality,” said Mike Gonzales, executive VP of operations at Challenge Unlimited, Inc. “When a nonprofit agency can exceed customer expectations, it can open up more opportunities both for the Government customer and for employees with disabilities. Anthony’s success means we are meeting our mission. Anthony’s accomplishments should serve as a reminder to all of us within the JWOD Program of why we do what we do better than anyone else.”

Anthony’s courage and resolve have been an inspiration to all who know him.

# NISH NATIONAL AWARDS PROGRAM

## 2004 Award Winners

### NATIONAL AWARDS

#### *William M. Usdane Award*

STUART TURNER  
Huntsville Rehabilitation Foundation  
Huntsville, AL

#### *Evelyne Villines Award*

ANTHONY RICHARD  
Challenge Unlimited  
Alton, IL

#### *Performance Excellence in Government Contracts*

SKILS' KIN  
Spokane, WA

#### *Performance Excellence in Developing Human Potential*

NOWCAP SERVICES  
Casper, WY

#### *Performance Excellence in Using the JWOD Program to Further Its Mission*

FEDCAP REHABILITATION SERVICES  
New York, NY

#### *Government Award for Services*

INTERNAL REVENUE SERVICE  
Washington, D.C.  
Nominated by: ServiceSource, Alexandria, VA

#### *Government Award for Products*

DEFENSE SUPPLY CENTER PHILADELPHIA  
Nominated by: National Center for Employment of the Disabled, El Paso, TX

#### *Government Award for Local Federal Customer Support*

60<sup>TH</sup> CONTRACTING SQUADRON  
Travis Air Force Base  
Nominated by: PRIDE Industries, Roseville, CA

#### *Business Award*

COX COMMUNICATIONS  
Nominated by: Chesapeake Service Systems  
Chesapeake, VA

#### *Business Innovations Award*

GOODWILL SERVICES, INC.  
Harrisburg, PA

#### *Community Outreach Award*

BOBBY DODD INSTITUTE  
Atlanta, GA

#### *Grassroots Advocacy Award*

OPPORTUNITY VILLAGE  
Las Vegas, NV

#### *Professional Excellence in Rehabilitation (CRP)*

DUANE BROWN  
PRIDE Industries  
Roseville, CA

#### *Professional Excellence in Rehabilitation (Non-CRP)*

VICKI RAFFERTY  
Michigan Rehabilitation Services  
Nominated by: Peckham, Inc., Lansing, MI

#### *Volunteer Award*

GLEN OAKES  
Nominated by: CCAR Services, Inc.  
Green Cove, FL

### REGIONAL AWARDS

#### *William M. Usdane Award—East Region*

EUGENE DANCY  
Portco, Inc.  
Portsmouth, VA

#### *William M. Usdane Award—South Central Region*

DALE JACKSON  
Goodwill Industries  
Lawton, OK

#### *William M. Usdane Award—West Region*

BONITA MATTHEY  
Solano Diversified Services  
Vallejo, CA

#### *William M. Usdane Award—Northwest Region*

ANDREA NEGRETE  
Goodwill Specialty Services  
Omaha, NE

#### *William M. Usdane Award—North Central Region*

KAREN PARNELL  
JVS  
Detroit, MI

#### *Evelyne Villines Award—South Central Region*

RODOLFO AGUILAR  
National Center for Employment of the Disabled  
El Paso, TX

#### *Evelyne Villines—East Region*

SEAN RAMTAHAL  
Didlake, Inc.  
Montgomery Village, MD



■ New 3,200 sq. ft. training center is established at National Headquarters with state-of-the-art electronics. The facility includes the Evelyne Villines conference room—named after Evelyne

Villines, former member of the NISH Board and Committee for Purchase and an advocate for people with disabilities.

■ E-Learning Web site introduced with 200 courses.

■ First annual National Scholar Award for Workplace Innovation & Design competition conducted (then known as the Workplace Technology Scholarship Program).

*Continued on page 20*



## NISH AND NIB STANDARDIZE MAIL OPERATIONS FOR THE IRS



One of NISH's major 2004 initiatives was the development of a nationwide secure mailroom operation for the Internal Revenue Service. NISH worked with a NISH-affiliated nonprofit agency, ServiceSource, Inc. of Alexandria, Va., to develop a solution utilizing both NISH and National Industries for the Blind agencies to standardize mail operations in 33 IRS mail offices across the United States. ServiceSource, Inc., the prime contractor, manages a Central Mail Facility near its headquarters, and also oversees subcontracts with 28 other NISH and NIB nonprofit agencies located in 24 states. Of the 33 sites, 13 were operational at the end of the fiscal year. The project provides 91 full-time equivalent jobs for people who are blind or have other severe disabilities.

Above: IRS Contracting Officer Sharon McPherson (right) visits the Central Mail Facility and discusses mail sorting processes with National Program Manager Jannetta Gray and JWOD employee Omar Chadauri. ■ Left: JWOD employees Jorge Colindres and Nancy Childress (background) x-ray incoming packages for the IRS.

*"The quality of service under our current mailroom project is outstanding. The NPA goes above and beyond the call of duty to ensure the contract is performed. I feel the cooperation we get from NISH as well as the NPA with full disclosure on the pricing enables all parties to negotiate a fair and reasonable price for the services rendered. We do not see this with other Government contracts."*

— Sharon McPherson, IRS contracting officer



A JWOD Contracting Champion is a Federal Government employee—a “point of influence,” mainly in acquisition—who fully believes in the mission of the JWOD Program and is doing everything in his or her sphere of responsibility to provide employment opportunities for people with disabilities.

### **A JWOD Procurement Champion:**

- ◆ Aggressively looks for opportunities within his/her organization for contracts and work to refer to NISH;
- ◆ Works to overcome problems and “roadblocks” while thinking creatively about how to make JWOD projects work to the best advantage of all the parties involved;
- ◆ Speaks out in support of the JWOD Program in public forums where his/her influence can have a positive impact; and
- ◆ Operates with a spirit of partnership, always seeking a win/win solution to every issue.

NISH congratulates the following individuals who were newly named JWOD Procurement Champions in FY04. Thank you for your outstanding support of the JWOD Program and people with disabilities nationwide!

#### *Debbie Bantz*

SUPERVISORY CONTRACT SPECIALIST  
General Services Administration (GSA)  
*Great Lakes Region*

#### *Laurel Wheeler*

OFFUTT AIR FORCE BASE  
CHIEF, CE SUPPORT FLIGHT  
55<sup>th</sup> Contracting Squadron  
*Omaha, Neb.*

#### *Mike Barger*

CONTRACTING OFFICER  
Department of Veterans Affairs  
(VA) Medical Center  
Central Arkansas Veterans  
Healthcare System  
*Little Rock, Ark.*

#### *Lidija Erazo*

CHIEF, SERVICES FLIGHT CONTRACTING  
U.S. Department of the Air Force  
305th Contracting Squadron  
*McGuire AFB, N.J.*

#### *Kay Leaphart*

CONTRACT SPECIALIST  
Contract Management Branch  
Headquarters Air Force Reserve  
Command  
*Robins Air Force Base, Ga.*

#### *Jack M. London*

CHIEF, READINESS BRANCH  
Readiness Commodity Business Unit  
Directorate of Clothing and Textiles  
Defense Logistics Agency  
Defense Supply Center Philadelphia  
*Philadelphia, Pa.*

#### *Rhonda Chavez*

CHIEF OF THE BASE ACQUISITION FLIGHT  
Davis-Monthan Air Force Base, Ariz.

#### *Tandy Weaver*

DIRECTOR OF BUSINESS OPERATIONS/  
DEPUTY SQUADRON COMMANDER  
82nd Contracting Squadron  
Sheppard Air Force Base, Texas

#### *Patrick D. Clark, RPA, CCIM*

DEPUTY DIRECTOR—CUSTOMER  
OPERATIONS DIVISION  
General Services Administration,  
Northwest/Arctic Region  
*Auburn, Wash.*

#### *Marchetta Smith*

CONTRACT SPECIALIST  
Fleet and Industrial Supply Center  
(FISC)  
*Norfolk, Va.*

#### *Tina Dancy*

SUPERVISORY CONTRACT SPECIALIST  
Naval Air Station Pensacola  
*Pensacola, Fla.*

#### *Michael McCall*

DIRECTOR OF SMALL BUSINESS  
Defense Supply Center Philadelphia  
*Philadelphia, Pa.*



2004

■ “Centers of Excellence” Program initiated to leverage sound nonprofit agency business practices.

■ NPA (nonprofit agencies) Capabilities & Opportunities databases launched.

■ Service Costing application completely rolled out, providing project tracking, reporting and PR3 pricing support for service-based contracts.

# Congressional Champions FY 2004 Program

The Javits-Wagner-O'Day (JWOD) Congressional Champions Program thrived in FY 2004 with 11 members of Congress being named Champions, bringing the total number of JWOD Congressional Champions (as of the end of FY04) to more than 40.

## *A JWOD Congressional Champion:*

NISH and National Industries for the Blind (NIB) established the JWOD Congressional Champions Program in summer 2002 to honor representatives and senators who have demonstrated a commitment to their constituents with disabilities and to the JWOD Program.

The JWOD Congressional Champion plaque incorporates two JWOD coins and two personalized certificates commending the recipients for their dedication to JWOD. The coins and certificates are elegantly framed and matted by people with disabilities at Eastern Carolina Vocational Center, Inc. (ECVC), a NISH-affiliated nonprofit agency (NPA) in Greenville, N.C.

*"Now more than ever, it is important to use programs like JWOD to leverage Government investment in job support programs for people with disabilities by providing the necessary employment opportunities. Federal contracts are an excellent vehicle for doing this."*

— Rep. Nancy Johnson

Congratulations to the following members of Congress who were newly named JWOD Congressional Champions in FY2004:

- ◆ Rep. Jim McCrery, R-La.
- ◆ Rep. John Doolittle, R-Calif.
- ◆ Rep. Nancy Johnson, R-Conn.
- ◆ Rep. Harold Rogers, R-Ky.
- ◆ Rep. Bob Bishop, R-Utah
- ◆ Rep. David Scott, D-Ga.
- ◆ Rep. John Lewis, D-Ga.
- ◆ Rep. Sherwood Boehlert, R-N.Y.
- ◆ Rep. Norman Dicks, D-Wash.
- ◆ Sen. Orrin Hatch, R-Utah
- ◆ Sen. Johnny Isakson, R-Ga.

NISH thanks all of its JWOD Congressional Champions for their tremendous support of the JWOD Program and their constituents with disabilities. NISH also commends all of the nonprofit agencies that worked diligently to educate their congressional members on the JWOD Program!

■ New application, "CRP Association," added to the NISH Extranet, enabling new CRPs to become associated with the Program through an online registration process.

■ NISH receives the New Freedom Foundation's New Ability Educational Award in recognition of its National Scholar Award for Workplace Innovation & Design. National Scholar Award Program expanded to include high school students.

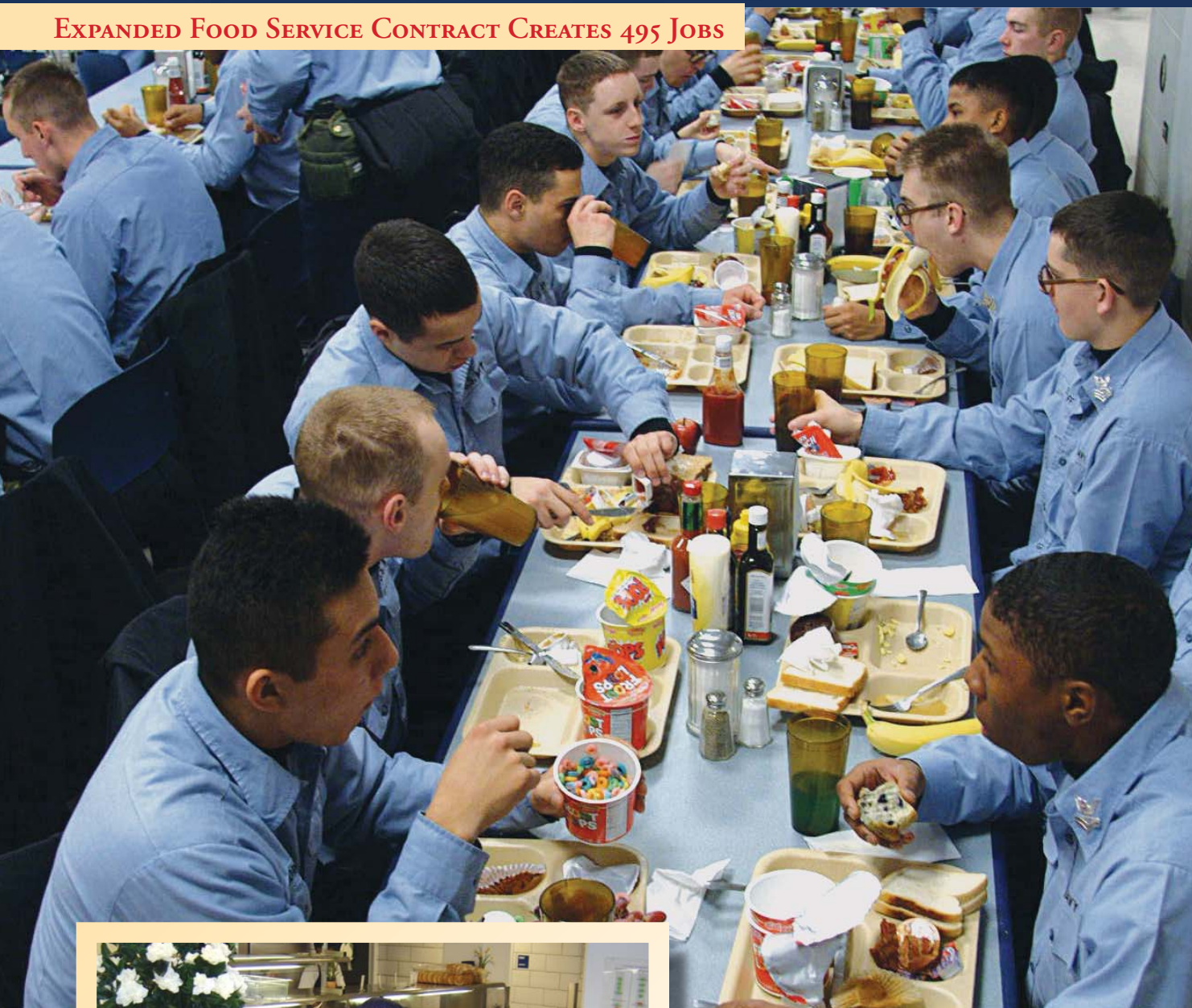


■ NISH honors Sen. John Ensign (Nevada) with Javits Award.





## EXPANDED FOOD SERVICE CONTRACT CREATES 495 JOBS



NISH's largest service contract is food services provided by GWS, Inc. of Great Lakes, Ill. at Great Lakes Recruit Training Command. This contract was the result of the conversion of food services previously performed by Navy recruits to people with disabilities, which was necessary to allow recruits to utilize their time more efficiently. During FY 2004, 495 JWOD Program participants were employed as cooks, food service workers, janitors and warehouse workers on this contract. The contract expansion resulted in 1200 total workers employed in food service positions at Great Lakes with approximately 715 being people with severe disabilities.

*"Our JWOD contracts have grown so much over the last few years because the quality has exceeded our expectations. Without exception. We know a good thing when we find it and JWOD is a great thing for us. It's quality. Quality has made the difference."*

—Ron Fry, Director of Galleys and Uniform Issue, Naval Station Great Lake, Illinois



# 2004 NISH Program Summary

## Employment, Wages and Upward Mobility

	2004	2003
Number of people with severe disabilities employed through JWOD during FY 04:	41,154	38,087
Direct Labor Wages paid to people with severe disabilities employed on JWOD contracts:	\$327,294,442	\$289,230,543
Average Hourly Wage of people with severe disabilities employed on JWOD contracts:	\$9.14	\$8.77
Number of people placed in employment outside the nonprofit agency (NPA) from JWOD:	2,310	1,428
Number of JWOD employees promoted into a new job whose job classification has changed requiring greater skills/responsibilities, and providing increased wages or benefits:	1,062	1,097
Number of JWOD employees promoted into a new job requiring increased supervisory, management or technical skills, and providing increased wages or benefits:	316	230
Number of people receiving a wage increase in the JWOD Program:	21,394	19,608

## Participating Nonprofit Agencies

Total number of NPAs producing a product or providing a service under the JWOD Program:	559	530
Total number of NPAs associated with NISH (includes those that are producing):	2,124	2,134
Number of people with severe disabilities employed by JWOD producing agencies:	135,137	130,615
Number of people with severe disabilities placed in jobs in the community	29,439	28,687

## FY 04 Annual Sales and Additions to the Procurement List

Total Annual Sales:	\$1,626,202,673	\$1,442,948,107
Products:	\$634,673,794	\$553,308,433
Services:	\$991,528,880	\$889,639,674
Total Additions:	\$44,704,320	\$54,468,580
Products:	\$18,857,280	\$3,401,750
Services:	\$25,847,040	\$51,066,830

## People with Severe Disabilities Employed on JWOD in FY 2004 by NISH-affiliated nonprofit agencies



Training, Rehabilitation and Development Institute, Inc. (TRDI) provides food services at Randolph AFB, Texas.

\* The total number of people who are blind or severely disabled employed through JWOD by NISH- and NIB-affiliated agencies in FY 2004 was 45,303.

# 2004 NISH *Financial Statement*

## *Assets*

Cash and Cash Equivalents	\$29,119,104
Investments at Fair Value	9,884,553
Commissions Receivable, net	15,028,562
Deposits, Prepaids and Other Assets	1,260,470
Notes Receivable, net	1,206,285
Property, Buildings and Equipment, net of accumulated depreciation	15,131,098
<b>Total Assets</b>	<b>\$71,630,072</b>

## *Liabilities*

Tax Exempt Bond Liability	\$3,300,000
Other Liabilities	5,608,965
<b>Total Liabilities</b>	<b>\$8,908,965</b>

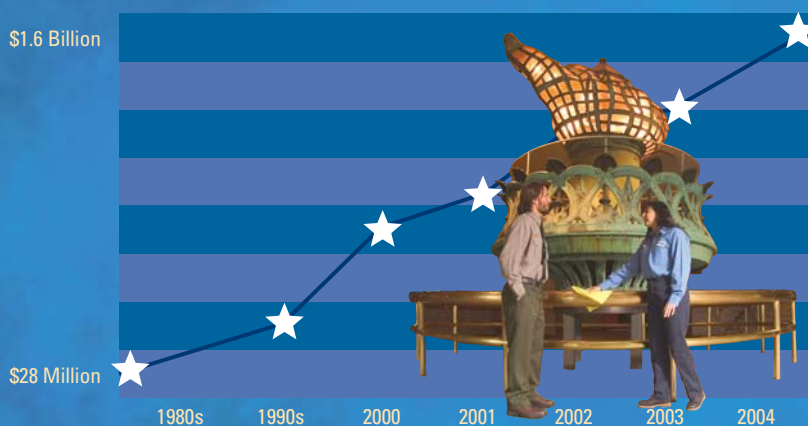
## *Net Assets*

Unrestricted	\$62,721,107
<b>Total Liabilities &amp; Net Assets</b>	<b>\$71,630,072</b>

## *Statement of Activities (year ended September 30, 2004)*

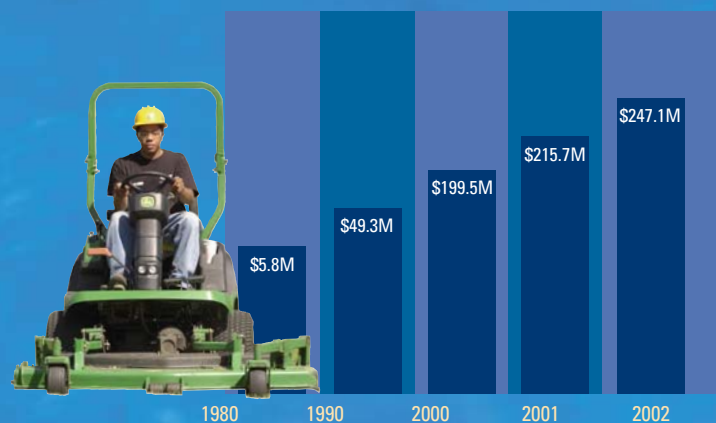
Total Revenues (including realized and unrealized gain on investments of \$313,755)	\$58,396,227
Total Expenses	45,738,057
Change in Net Assets	12,658,170
Net Assets, beginning of year	50,062,937
Net Assets, end of year	\$62,721,107

## *NISH Annual Sales Trends*



JWOD employees of Fedcap Rehabilitation Services, New York, N.Y., provide janitorial services for the grounds at the Statue of Liberty, as well as at the Ellis Island Museum.

## *NISH Annual Wage Trends*



An employee of Skookum Educational Programs, Port Townsend, Wash., mows the lawn for the U.S. Army Ft. Lewis.

## Financial Assistance Programs for NPAs

### Interest Free Loan Program

Since Inception:	297 loans	\$7,500,000
FY04:	10 loans	\$414,671

### Capital Equipment Loan Program

Since Inception:	20 loans	\$1,900,000
FY04:	0 loans	\$0

### Management Grant Program

Since Inception:	233 grants	\$1,700,000
FY04:	50 grants	\$426,806

### Training Incentive Program

Since Inception:	\$1.1 million worth of vouchers
FY04:	\$322,400 worth of vouchers (241 CRPs)

### Capital Equipment Leasing Program

Since Inception:	Leases guaranteed	\$6,700,000
	Interest paid by NISH	\$1,039,740
	Subsidy paid by NISH	\$165,361
FY04:	Leases guaranteed	\$2,000,000
	Interest paid by NISH	\$310,067
	Subsidy paid by NISH	\$118,900

### Pilot Training Grants

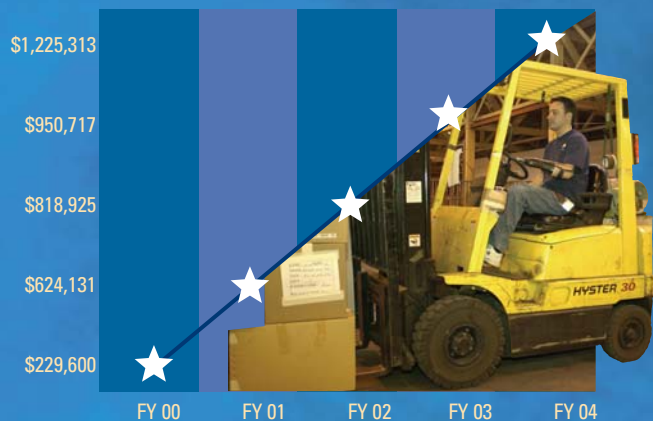
FY04:	3 grants	\$47,140
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## Loans and Leases



NISH financial assistance helps maintain the job of Lee Roy Womack, a grounds maintenance worker for Trace, Inc., by providing vital loans necessary for the NPA to manage the high costs involved with grounds maintenance services.

## Grants, Subsidies, and Incentives



John Kartes, Skookum Educational Programs, Port Townsend, Wash., works on a contract for warehousing and distribution services.



# 2004 NISH

## *Statistics by State*

State	Total Employed	Total Job Placements**	Total Wages Paid	Total JWOD Sales
Alabama	522	549	\$3,848,456	\$19,734,072
Alaska	276	115	\$1,864,549	\$7,122,139
Arizona	441	346	\$3,660,335	\$13,667,790
Arkansas	295	29	\$1,833,259	\$8,636,693
California	2,629	1,555	\$30,565,270	\$124,419,591
Colorado	1,240	109	\$8,911,559	\$27,347,303
Connecticut	630	240	\$1,998,301	\$15,856,036
Delaware	4	85	\$61,804	\$154,526
District of Columbia	503	28	\$4,835,377	\$15,069,161
Florida	2,549	4,174	\$15,662,008	\$74,515,097
Georgia	833	791	\$7,200,851	\$24,985,370
Guam	74	10	\$378,453	\$1,925,906
Hawaii	210	109	\$2,284,767	\$9,595,041
Idaho	1,134	538	\$7,887,359	\$23,717,510
Illinois	908	1,038	\$6,780,819	\$26,491,647
Indiana	654	516	\$2,658,639	\$42,695,385
Iowa	134	569	\$522,483	\$1,243,464
Kansas	201	32	\$2,047,095	\$30,787,956
Kentucky	1,112	302	\$6,289,136	\$41,211,190
Louisiana	456	64	\$3,766,296	\$16,131,426
Maine	293	39	\$1,336,405	\$27,579,826
Maryland	2,778	1057	\$28,240,804	\$101,453,969
Massachusetts	425	920	\$3,234,659	\$10,996,361
Michigan	1,009	1,169	\$9,302,880	\$79,204,458
Minnesota	510	215	\$3,493,365	\$22,602,806
Mississippi	458	394	\$3,070,329	\$8,562,868
Missouri	459	126	\$1,941,338	\$9,706,766
Montana	236	211	\$410,484	\$2,452,664
Nebraska	245	49	\$1,299,593	\$4,758,576
Nevada	102	20	\$1,048,685	\$5,785,353
New Jersey	374	227	\$4,222,153	\$11,323,972
New Mexico	264	187	\$3,015,519	\$8,503,902
New York	2,128	3,568	\$19,922,010	\$87,835,982
North Carolina	1,272	724	\$6,340,134	\$42,928,150
North Dakota	253	179	\$1,492,624	\$5,518,251
Ohio	688	1,520	\$6,137,163	\$16,182,501
Oklahoma	352	281	\$2,622,423	\$11,261,226
Oregon	235	216	\$3,109,703	\$7,924,508
Pennsylvania	1,212	1,126	\$4,869,207	\$24,396,473
Rhode Island	213	3	\$2,261,464	\$5,143,429
South Carolina	1,230	1,861	\$4,847,129	\$14,080,062
South Dakota	218	105	\$1,622,942	\$5,883,193
Tennessee	416	312	\$2,652,174	\$66,788,005
Texas	4,598	1,540	\$37,856,010	\$247,164,700
Utah	248	207	\$3,120,889	\$7,176,814
Vermont	6		\$95,053	\$187,613
Virginia	2,544	837	\$24,687,943	\$91,043,244
Washington	1,008	405	\$13,268,438	\$38,615,759
West Virginia	332	256	\$3,076,003	\$8,282,292
Wisconsin	2,195	425	\$15,190,717	\$126,499,849
Wyoming	48	61	\$449,387	\$1,051,796
<b>Total</b>	<b>41,154</b>	<b>29,439</b>	<b>\$327,294,442</b>	<b>\$1,626,202,673</b>

\* People with disabilities are employed in New Hampshire and Puerto Rico although the contracts are operated by nonprofit agencies in other locations.

\*\* Number of people with severe disabilities placed in jobs in the community.

# NISH *Nonprofit Agencies* BY STATE



## Map Layers

- Producing CRP
- South Region
- East Region
- North Central Region
- South Central Region
- Northwest Region
- West Region

In Fiscal Year 2004, 559 NISH-affiliated agencies (shown as pinpoints on the map above) produced quality products and provided a wide array of services to the Federal Government through the JWOD Program. People with disabilities are working in all 50 states, as well as in the District of Columbia, Puerto Rico and Guam.

# NISH

## Nonprofit Agencies BY STATE (Continued)

### ALABAMA

#### Anniston

Opportunity Center Easter Seal Rehabilitation Facility

#### Birmingham

Alabama Goodwill Industries, Inc.  
Easter Seals of the Birmingham Area

#### Huntsville

Huntsville Rehabilitation Foundation  
The ARC of Madison County, Inc.

#### Loxley

Association for Retarded Citizens of Baldwin County, Inc.

#### Montgomery

Goodwill Industries of Central Alabama, Inc.

#### Mobile

GWI Services, Inc.

#### Muscle Shoals

Easter Seals Childrens Rehabilitation Center Northwest Alabama

### ALASKA

#### Anchorage

Assets, Inc.  
M. C. Resources Management  
MQC Enterprises, Inc.

#### Fairbanks

Fairbanks Resource Agency

#### Juneau

REACH, Inc.

### ARIZONA

#### Bisbee

Cochise County Association for the Handicapped

#### Nogales

Santa Cruz Training Programs, Inc.

#### Phoenix

Goodwill Community Services, Inc.

#### Tempe

The Centers for Habilitation/TCH

#### Tucson

Arizona Training Program at Tucson  
Beacon Group SW, Inc.

Catholic Community Services of Southern Arizona, Inc.

J.P. Industries, Inc.

#### Yuma

Yuma WORC Center, Inc.

### ARKANSAS

#### Fort Smith

Abilities Unlimited of Ft. Smith, Inc.  
BOST, Inc.

#### Pine Bluff

Jenkins Memorial Children's Center and Jenkins Industries, Inc.

#### Jacksonville

Pathfinder, Inc.

### CALIFORNIA

#### Bakersfield

The Bakersfield Association for Retarded Citizens, Inc.

#### Baldwin Park

Work Orientation and Rehabilitation Company, Inc.

#### Concord

Phoenix Programs, Incorporated

#### El Centro

Association for Retarded Citizens - Imperial Valley

Imperial County Work Training Center, Inc.

#### Fontana

The Fontana Rehabilitation Workshop

#### Hanford

Kings Rehabilitation Center, Inc.

#### Lancaster

Desert Haven Enterprises, Inc.

#### Lompoc

Life Options, Vocational and Resource Center

#### Mt. Shasta

Siskiyou Opportunity Center

#### Los Angeles

Asian Rehabilitation Services, Inc.  
Exceptional Children's Foundation  
Goodwill Industries of Southern California

#### Napa

Napa Valley PSI, Inc.

#### Oakland

Calidad Industries, Inc.  
The Independent Way

#### Palo Alto

VTF Services

#### Pasadena

Foothill Workshop for the Handicapped, Inc.

#### Perris

Valley Resource Center for the Retarded, Inc.

#### Red Bluff

Tehama County Opportunity Center, Inc.

#### Redding

Shasta County Opportunity Center

#### Richmond

Rubicon Programs, Inc.

#### Ridgecrest

Desert Area Resources and Training

#### Rohnert Park

North Bay Rehabilitation Services, Inc.

#### Roseville

PRIDE Industries

#### Sacramento

Crossroads Building Services, Inc.  
Easter Seal Society of Superior California

#### San Bruno

Work Transition Services

#### San Diego

Job Options, Inc.  
The ARC of San Diego

#### San Francisco

Recreation Center for the Handicapped, Inc.  
Toolworks, Inc.

#### Santa Ana

Landmark Services, Inc.

#### Santa Clara

Hope Services  
Project HIRED

#### Santa Maria

VTC Enterprises

*"You rallied and reassembled with an indomitable, unbreakable spirit and the absolute refusal to ever compromise or quit regardless of the challenges you encountered in meeting the warfighters' needs. Your hard work demonstrates one that is rooted in relationships—a company that can be counted on for support in the worst of times as well as the best... You have sent a strong message of confidence, commitment and loyalty to our men and women of the armed services and having these principles helped them not only to survive, but prevail during trying times."*

— Brig. Gen. Gary L. Border wrote in a letter to Fedcap Rehabilitation Services of New York, NY.



**South El Monte**  
Lincoln Training Center and  
Rehabilitation Workshop

**Stockton**  
Valley Service Connection, Inc.

**Torrance**  
Social Vocational Services, Inc.

**Truckee**  
Pacific Coast Community Services

**Vallejo**  
Solano Diversified Services

**Ventura**  
Association for Retarded Citizens -  
Ventura County, Inc.

**Woodland**  
Yolo Employment Services

## COLORADO

**Colorado Springs**  
Aspen Diversified Industries, Inc.

Goodwill Industrial Services  
Corporation

**Denver**  
Bayaud Industries, Inc.  
Platte River Industries, Inc.

**Fort Collins**  
Foothills Gateway, Inc.

**Pueblo**  
Pueblo Diversified Industries, Inc.

**Westminster**  
North Metro Community Services  
for Developmentally Disabled

## CONNECTICUT

**Bridgeport**  
The Kennedy Center, Inc.

**Enfield**  
Greater Enfield Allied  
Rehabilitation Centers, Inc.

**New Britain**  
CW Resources, Inc.

**Uncasville**  
Easter Seals Rehabilitation Center of  
Southeastern Connecticut, Inc.

**Waterbury**  
Easter Seals Rehabilitation Center of  
Greater Waterbury, Inc.

**Windsor**  
Easter Seals Greater Hartford  
Rehabilitation Center, Inc.

## DELAWARE

**Milford**  
Kent-Sussex Industries, Inc.

**Wilmington**  
Opportunity Center, Incorporated

## DISTRICT OF COLUMBIA

**Washington**  
Anchor Mental Health Association  
(Anchor Services Workshop)

Goodwill Industries of  
Greater Washington

Lt. Joseph P. Kennedy Institute  
Service Disabled Veterans Business  
Association

The ARC of the District of  
Columbia, Inc.

## FLORIDA

**Daytona Beach**  
ACT CORP.

**Ft. Lauderdale**  
United Cerebral Palsy of Broward  
County, Inc.

**Gainesville**  
Association for Retarded Citizens/  
Alachua County, Inc.

**Green Cove Springs**  
CCAR Services, Inc.

**Jacksonville**  
GINFL Services, Inc.

**Lake City**  
CARC-Advocates for Citizens with  
Disabilities, Inc.

**Miami**  
Easter Seals Miami-Dade, Inc.

Goodwill Industries of  
South Florida, Inc.

**Orlando**  
Goodwill Industries of  
Central Florida

**Pensacola**  
Lakeview Center, Inc.

**Rockledge**  
ARC-Brevard, Inc.

Brevard Achievement Center, Inc.

**St. Petersburg**  
JobWorks, Inc.

**Tampa**  
MacDonald Training Center, Inc.

**West Palm Beach**  
Gulfstream Goodwill Industries, Inc.

## GEORGIA

**Americus**  
Middle Flint Behavioral HealthCare  
- Sumter County MR Center

**Atlanta**  
Bobby Dodd Institute, Inc.

Goodwill Industries of North  
Georgia, Inc.

**Augusta**  
Easter Seals East Georgia, Inc.

**Columbus**  
Power Works Industries, Inc.

**Dublin**  
Middle Georgia Diversified  
Industries, Inc.

**Dunwoody**  
Jewish Vocational Services, Inc.

**Jonesboro**  
WORKTEC

**LaGrange**  
New Ventures Enterprises, Inc.

**Macon**  
Good Vocations, Inc.

**Marietta**  
Nobis Enterprises, Inc.

**Montezuma**  
Macon County MR Services Center

**Rome**  
Sheltered Work Services of Rome,  
Incorporated

**Savannah**  
Goodwill Industries of the Coastal  
Empire, Inc.

**Thomasville**  
Thomas-Grady Mental Retardation  
Service Center

**Warner Robins**  
Epilepsy Association of Georgia  
Houston County Association for  
Exceptional Citizens, Inc.  
NAMI-Central Georgia, Inc.

## GUAM

**Tamuning**  
Able Industries of the Pacific

## HAWAII

**Hilo**  
The ARC of Hilo

**Honolulu**  
Goodwill Contract Services of  
Hawaii, Inc.

Lanakila Rehabilitation Center  
Network Enterprises, Inc.

**Wahiawa**  
Opportunities for the Retarded, Inc.

**Wailuku**  
Ka Lima O Maui, Ltd.

## IDAHO

**Blackfoot**  
Dawn Enterprises, Inc.

**Caldwell**  
Western Idaho Training  
Company, Inc.

**Coeur d'Alene**  
TESH, Inc.

**Eagle**  
Trace, Inc.

**Idaho Falls**  
Development Workshop, Inc.

**Lewiston**  
Opportunities Unlimited, Inc.

**Pocatello**  
New Day Products, Inc.

**Sand Point**  
Panhandle Special Needs, Inc.

## ILLINOIS

**Alton**  
Challenge Unlimited, Inc.

**Belleville**  
St. Clair Associated Vocational  
Enterprises, Inc.

**Bloomington**  
Occupational Development  
Center, Inc.

**Carthage**  
Hancock County Mental Health  
Center, Inc.

**Chicago**  
Ada S. McKinley Community  
Services

Chicago Association for  
Retarded Citizens

Community Counseling Centers  
of Chicago, Inc.

Jewish Vocational Service and  
Employment Center

Lester and Rosalie ANIXTER  
CENTER

Thresholds Rehabilitation Inc.

**County Rock Island**  
Association for Retarded Citizens of  
Rock Island

**Danville**  
REHAB Products and Services, Inc.

**Highland Park**  
Opportunity, Inc.

**Lanark**  
Rolling Hills Progress Center, Inc.

# NISH Nonprofit Agencies BY STATE (Continued)

## **Mt. Vernon**

Jefferson County Comprehensive Services, Inc.

## **Murphysboro**

Specialized Training for Adult Rehabilitation

## **Paris**

Human Resources Center of Edgar and Clark Counties

## **Peoria**

Community Workshop and Training Center, Inc.

## **Rock Island**

Innovative Partnerships, N.F.P.

## **Rockford**

OMNI Business Services, Inc.

## **Rolling Meadows**

Clearbrook Center, Inc.

## **West Frankfort**

Franklin-Williamson Human Services, Inc.

## **INDIANA**

### **Bloomington**

Stone Belt ARC, Inc.

### **Gary**

Tradewinds Rehabilitation Center

### **Green Castle**

Child-Adult Resource Services, Inc.

### **Indianapolis**

Crossroads Rehabilitation Center, Inc.

GW Commercial Services, Inc.

### **Linton**

Four Rivers Resource Services, Inc.

### **New Albany**

Rauch Rehabilitation and Developmental Services, Inc.

### **Paoli**

Orange County Rehabilitative and Developmental Services, Inc.

### **Vincennes**

Knox County Association for Retarded Citizens, Inc.

## **IOWA**

### **Des Moines**

Goodwill Solutions, Inc.

### **Iowa City**

Goodwill Industries of Southeast Iowa

### **Newton**

Progress Industries

### **Rock Valley**

Hope Haven, Inc.

### **Shenandoah**

Nishna Productions, Inc.

## **KANSAS**

### **Junction City**

Great Plains Enterprises, Inc.

### **Lawrence**

Cottonwood, Incorporated

### **McPherson**

MCDS Federal Contracting, Inc.

### **Topeka**

Topeka Association for Retarded Citizens

### **Wichita**

Business Technology Career Opportunities (BTCO)

Center Industries Corporation

## **KENTUCKY**

### **Corbin**

Southeastern Kentucky Rehabilitation Industries, Inc.

### **Danville**

Pioneer Vocational/Industrial Services, Inc.

### **Hopkinsville**

Pennyroyal Regional Mental Health-Mental Retardation Board, Inc.

### **Lexington**

Opportunity Workshop of Lexington, Inc.

### **Louisville**

C.G.M. Services, Inc.

Goodwill Industries of Kentucky

### **Owensboro**

Opportunity Center Workshop, Inc.

## **LOUISIANA**

### **Baton Rouge**

Louisiana Industries for the Disabled, Inc.

### **Berwick**

Bayou Industrial Maintenance Services, Inc.

### **Jena**

LaSalle Association for the Developmentally Delayed, Inc.

### **Lake Charles**

Calcasieu Association for Retarded Citizens, Inc.

### **Leesville**

Vernon Sheltered Workshop, Inc.

### **Many**

Association of Retarded Citizens of Sabine, Inc.

### **New Orleans**

Goodworks, Inc.

## **Shreveport**

North Louisiana Goodwill Industries Rehabilitation Center, Inc.

The Arc of Caddo-Bossier

### **Slidell**

St. Tammany Association for Retarded Citizens, Inc.

## **MAINE**

### **Auburn**

Pathways, Inc.

### **Augusta**

Motivational Services, Inc.

### **Belfast**

Group Home Foundation, Inc.

### **Portland**

Northern New England Employment Services

## **MARYLAND**

### **Aberdeen**

The Arc Northern Chesapeake Region, Incorporated

### **Baltimore**

Alliance, Inc.

Sinai Hospital of Baltimore (Vocational Services Program)

The Arc of Baltimore, Inc.

Goodwill Industries of the Chesapeake, Inc.

The Chimes, Inc.

### **Columbia**

Humanim, Inc.

### **Easton**

Chesapeake Bay Industries, Inc.

### **Frederick**

Jeanne Bussard Center, Inc.

### **Hagerstown**

Hagerstown Goodwill Industries, Inc.

### **Hollywood**

The Center for Life Enrichment, Inc.

### **Silver Spring**

CHI Centers, Inc.

### **Rockville**

The Arc of Montgomery County, Inc.

### **Upper Marlboro**

Melwood Horticultural Training Center

## **MASSACHUSETTS**

### **Boston**

Community Workshops, Inc.

Morgan Memorial Goodwill Industries

National Telecommuting Institute, Inc.

### **Braintree**

Employ & Ability, Inc.

### **Chicopee**

FOR Community Services, Inc.

### **Concord**

Minute Man Arc for Human Services, Inc.

### **Hyannis**

Nauset, Inc.

### **Marshfield**

Road to Responsibility, Inc.

### **North Quincy**

Work, Incorporated

### **Pittsfield**

Berkshire County Arc, Inc.

### **Springfield**

Goodwill Industries of the Springfield/Hartford Area, Inc.

### **Worcester**

Seven Hills Occupational & Rehabilitation Services, Inc.

## **MICHIGAN**

### **Alpena**

Northeastern Michigan Rehabilitation and Opportunity Center (NEMROC)

### **Ann Arbor**

Washtenaw County Community Support and Treatment Services

### **Auburn Hills**

New Horizons Rehabilitation Services, Inc.

### **Battle Creek**

Calhoun County Community Mental Health Services

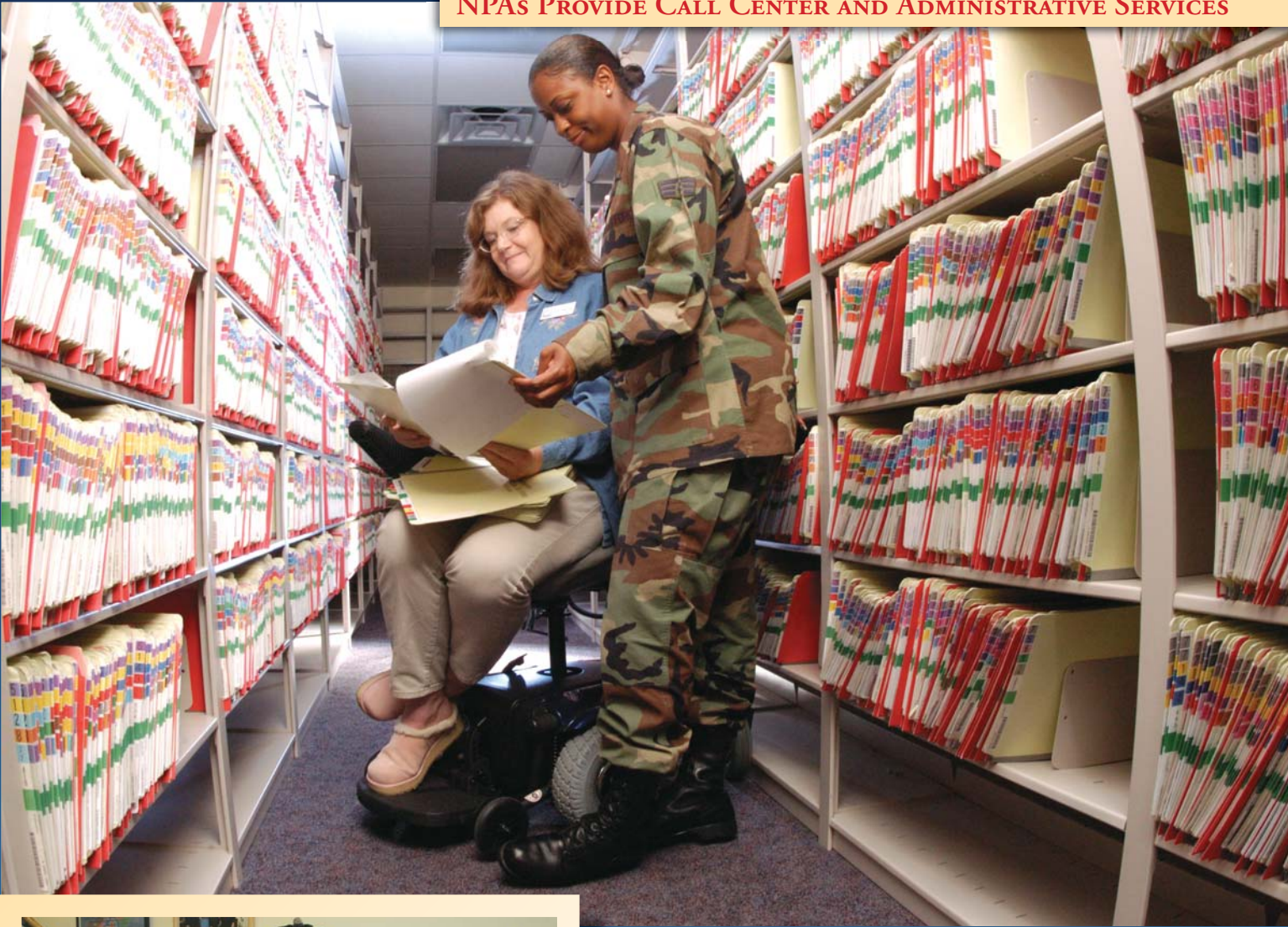
Navigations, Inc.

### **Grand Rapids**

Hope Network Services Corporation



## NPA's PROVIDE CALL CENTER AND ADMINISTRATIVE SERVICES



Above: Diana Anderson, Goodwill Industries of San Antonio, reviews Air Force records with a soldier at Randolph Air Force Base. ■ Left: John Smolinski, Good Works, Inc., Spokane, Wash., works at the switchboard at Fairchild Air Force Base, where JWOD employees help keep military personnel deployed around the world in touch with their loved ones back home.



*"The folks at the Fairchild switchboard were my connection back to my life in Spokane. I could always count on a friendly voice on the other end that would connect me to my wife or mother. The operators would thank you and always say they were praying for you. I remember once calling from the U.S. Embassy in Kabul and connecting with Fairchild and they were just a super group of folks."*

— U.S. Army (Reserve) Maj. Joel Loiacono



# NISH Nonprofit Agencies BY STATE (Continued)

## *Holland*

Kandu Industries, Inc.

## *Kalamazoo*

MRC Industries, Inc.

## *Kingsford*

Trico Opportunities, Inc.

## *Lansing*

Peckham Vocational Industries, Inc.

## *Muskegon*

Goodwill Industries of West Michigan, Inc.

## *Port Huron*

The Arc of St. Clair County

## *Saginaw*

SVRC Industries, Inc.

## *Sault Ste. Marie*

Northern Transitions, Inc.

## *Services Caro*

Tuscola County Community Mental Health

## *Southfield*

Jewish Vocational Service and Community Workshop

## *Swartz Creek*

Michigan Community Services, Inc.

## *Traverse City*

G.W. Services of Northern Michigan, Inc.

## MINNESOTA

### *Brighton*

Work Skills Corporation

### *Duluth*

Goodwill Industries Vocational Enterprises, Inc.

### *Minneapolis*

AccessAbility, Inc.

Tasks Unlimited, Inc.

### *Rochester*

Ability Building Center, Inc.

### *St. Paul*

MDI Government Services, Inc.

### *Thief River Falls*

Occupational Development Center, Inc.

## MISSISSIPPI

### *Greenville*

AbilityWorks, Inc. of Washington County

### *Greenwood*

AbilityWorks, Inc. of Greenwood

### *Gulfport*

Mississippi Goodworks, Inc.

### *Jackson*

AbilityWorks, Inc. of Jackson

### *Long Beach*

AbilityWorks, Inc. of Harrison County

South Mississippi Regional Center

### *Meridian*

AbilityWorks, Inc. of Meridian

### *Oxford*

AbilityWorks, Inc. of Oxford

Goodwill Industries of Mississippi, Inc.

### *Vicksburg*

Warren County Association for Retarded Citizens, Inc.

## MISSOURI

### *Harrisonville*

Casco Area Workshop, Inc.

### *Independence*

Independence and Blue Springs Industries, Inc.

### *Kansas City*

The Helping Hand of Goodwill Industries Extended Employment SWS

### *Marshfield*

Web-Co Custom Industries, Inc.

### *Monroe City*

Learning Opportunities/Quality Works, Inc.

### *Sedalia*

Cooperative Workshops, Inc.

### *Springfield*

Springfield Workshop, Inc.

### *St. Louis*

MGI Services Corporation

## MONTANA

### *Billings*

Community Option Resource Enterprises, Inc.

### *Butte*

BSW, Inc.

### *Helena*

Helena Industries, Inc.

### *Missoula*

Opportunity Resources, Inc.

## NEBRASKA

### *Grand Island*

Goodwill Employment Services of Central Nebraska, Inc.

### *Lincoln*

Goodwill Services, Inc.

### *Nebraska City*

Region V Services

### *Omaha*

Goodwill Specialty Services, Inc.

## NEVADA

### *Las Vegas*

Opportunity Village Association for Retarded Citizens

### *Reno*

High Sierra Industries, Inc.

Washoe ARC

## NEW JERSEY

### *Cedar Knolls*

Employment Horizons, Inc.

### *Eatontown*

Monmouth Center for Vocational Rehabilitation

### *Edison*

Edison Sheltered Workshop, Inc.

### *Hackensack*

North Jersey Friendship House, Inc.

The Arc of Bergen and Passaic Counties, Inc.

### *Mt. Holly*

Occupational Training Center of Burlington County

### *Orange*

The First Occupational Center of New Jersey

## NEW MEXICO

### *Albuquerque*

Adelante Development Center, Inc.

RCI, Inc.

### *Artesia*

Door of Opportunity, Inc.

### *Clovis*

ENMRSH, Inc.

### *Las Cruces*

Tresco, Inc.

### *Santa Fe*

Presbyterian Medical Services

## NEW YORK

### *Amsterdam*

Montgomery County Chapter, NYSARC, Inc.

### *Astoria*

Goodwill Industries of Greater New York and Northern New Jersey, Inc.

### *Binghamton*

ABLE INDUSTRIES, INC.

### *Brooklyn*

Federation Employment and Guidance Service

### *Buffalo*

Phoenix Frontier, Inc.

### *Canandaigua*

Ontario County Chapter, NYSARC, Inc.

### *Canton*

St. Lawrence County Chapter, NYSARC

### *Cortland*

J.M. Murray Center, Inc.

### *Fairport*

Continuing Developmental Services, Inc.

### *Fulton*

Oswego Industries, Inc.

### *Herkimer*

Herkimer County Chapter, NYSARC, Inc.

### *Jamestown*

Chautauqua County Chapter, NYSARC

### *Kingston*

Gateway Community Industries, Inc.

### *Malone*

Citizen Advocates, Inc.

### *Menands*

The Workshop, Incorporated

### *Middletown*

New Dynamics Corporation

Occupations, Inc.

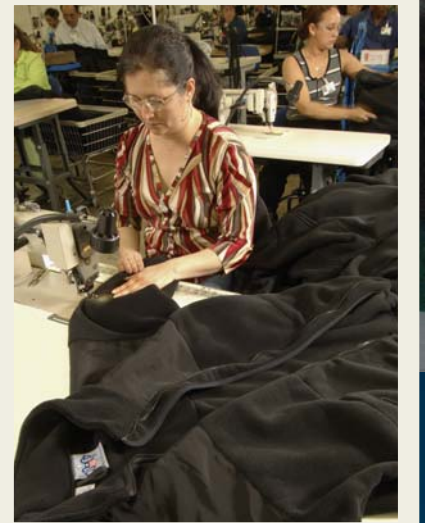
### *New York*

Fedcap Rehabilitation Services, Inc.

The Corporate Source, Inc.

\* People with disabilities are employed in New Hampshire although the contracts are operated by out-of-state NPAs.

## SUPPORTING OUR ARMED FORCES



During 2004, support for our warfighters in Iraq continued at a heightened level. NISH-affiliated nonprofit agencies delivered significant increased quantities of several products, including the fleece garment, which is shown in the photo above being

zipped up by a soldier in Kuwait. ■ Right: Ellena Rodriguez of Peckham Vocational Industries, Lansing, Mich., sews a fleece garment. The fleece garments are also produced by people with disabilities at Goodwill Industries of South Florida, Miami and National Center for Employment of the Disabled, El Paso, Texas. ■ Left: Patricia Mutter, Human Technologies Corporation (HTC), produces the new reversible helmet cover, which replaced two distinct products—the woodland and camouflage covers.



# NISH Nonprofit Agencies BY STATE (Continued)

**Niagara Falls**  
Niagara County Chapter, NYSARC

**Oakdale**  
Skills Unlimited, Inc.

**Olean**  
Cattaraugus County Chapter,  
NYSARC

**Penn Yan**  
Yates County Chapter NYSARC, Inc.

**Plattsburgh**  
Clinton County Chapter,  
NYSARC, Inc.

**Rochester**  
Lifetime Assistance, Inc.  
Rochester Psychiatric Center  
Rochester Rehabilitation Center

**Sardinia**  
Suburban Adult Services, Inc.

**Schenectady**  
Uncle Sam's House, Inc.  
Schenectady County Chapter,  
NYSARC, Inc.

**Slingerlands**  
Albany County Chapter,  
NYSARC, Inc.

**Syracuse**  
Onondaga County Chapter,  
NYSARC, Inc.

**Utica**  
Human Technologies Corporation  
The Arc, Oneida-Lewis Chapter,  
NYSARC, Inc.

**Walton**  
Delaware County Chapter,  
NYSARC, Inc.

**Waterloo**  
NYSARC, Inc., Seneca-Cayuga  
Counties Chapter

**Watertown**  
Jefferson County Chapter, NYSARC

**Watkins Glen**  
Schuyler County Chapter,  
NYSARC, Inc.

## NORTH CAROLINA

**Brevard**  
Transylvania Vocational Services, Inc.

**Charlotte**  
Nevins, Inc.

**Durham**  
Durham Exchange Club  
Industries, Inc.

**Fayetteville**  
Employment Source, Inc.

**Gastonia**  
Gaston Skills, Inc.

**Greenville**  
Eastern Carolina Vocational  
Center, Inc.

**Hertford**  
Skills, Inc.

**Hillsborough**  
Orange Enterprises, Inc.

**Jacksonville**  
Coastal Enterprises of  
Jacksonville, Inc.

**Marble**  
Industrial Opportunities, Inc.

**New Bern**  
CETC, Inc.

**North Wilkesboro**  
Wilkes County Vocational  
Workshop, Inc.

**Washington**  
Beaufort County Developmental  
Center, Inc.

## NORTH DAKOTA

**Bismarck**  
Pride, Inc.

**Devils Lake**  
Lake Region Corporation

**Fargo**  
Vocational Training Center

**Jamestown**  
Alpha Opportunities, Inc.

**Minot**  
MVW Services, Inc.

**Valley City**  
Open Door Center

## OHIO

**Akron**  
Community Support Services, Inc.  
Weaver Industries, Inc.

**Canton**  
The Workshops, Inc.

**Cincinnati**  
CRI  
Ohio Valley Goodwill Industries  
Rehabilitation Center, Inc.

**Cleveland**  
Goodwill Industries of Greater  
Cleveland, Inc.  
VGS, Inc.

**Dayton**  
Eastway Corporation  
Goodwill Industries of the  
Miami Valley

**Elyria**  
Murray Ridge Production  
Center, Inc.

**Mansfield**  
Richland County Board  
of MR & DD

**Marion**  
MARCA Industries, Inc.

**Newark**  
Licking-Knox Goodwill  
Industries, Inc.

**Springfield**  
Clark County Board of Mental  
Retardation & Developmental  
Disabilities

**Stryker**  
Quadco Rehabilitation Center, Inc.  
(Northwest Products Division)

**Toledo**  
ContracTech, Inc.

**Xenia**  
Greene, Inc.

**Youngstown**  
Youngstown Area Goodwill  
Industries

## OKLAHOMA

**Anadarko**  
APEX, Inc.

**Lawton**  
Goodwill Industries of Southwest  
Oklahoma, Inc.

**Midwest City**  
Mid-Del Group Home, Inc.

**Moore**  
Work Activity Center, Inc.

**Muskogee**  
Golden Rule Industries of  
Muskogee, Inc.

**Oklahoma City**  
Dale Rogers Training Center, Inc.  
Oklahoma Goodwill Industries, Inc.

## OREGON

**Ashland**  
Pathway Enterprises, Inc.

**Astoria**  
Clatsop County Developmental  
Training Center Association

**Hood River**  
Hood River Sheltered Workshop

**Klamath Falls**  
Klamath County Mental Health

**Lebanon**  
Willamette Valley Rehabilitation  
Center, Inc.

**Medford**  
Living Opportunities, Inc.

**Portland**  
DePaul Industries  
Portland Habilitation Center, Inc.  
The Port City Development Center

**Roseburg**  
Sunrise Enterprises of Roseburg, Inc.

**Salem**  
Garten Services, Inc.

## PENNSYLVANIA

**Aston**  
Elwyn, Inc.

**Athens**  
Penn-York Opportunities for the  
Handicapped, Inc.

**Bethlehem**  
Via of the Lehigh Valley, Inc.

**Erie**  
Dr. Gertrude A. Barber Center, Inc.

**Greensburg**  
Rehabilitation Center and  
Workshop, Inc.

**Harrisburg**  
Goodwill Services, Inc.

*"The best value that NISH provides to  
the Federal Government is their drive for  
excellence and quality in all that they do.*

*There's never a doubt that they are  
committed to the job."*

— Marion Nelson, Director of Business Operations,  
Fairchild Air Force Base, Spokane, Wash.



**Johnstown**

Cambria County Association for the Blind and Handicapped

Goodwill Industries of the Conemaugh Valley, Inc.

**Lebanon**

Quality Employment Services and Training, Inc.

**Lewistown**

Juniata Association for the Blind

**Meadow Lands**

Arc Human Services, Inc.

**Mechanicsburg**

Cumberland-Perry Association for Retarded Citizens

**New Castle**

Lark Enterprises, Inc.

**New Kensington**

Family Services of Western Pennsylvania

**Philadelphia**

Horizon House, Inc.

**Pittsburgh**

Goodwill Commercial Services, Inc.

ARC- Allegheny

Life's Work of Western PA

The Easter Seal Society of Western Pennsylvania

**Pottsville**

United Cerebral Palsy of Schuylkill, Carbon & Northumberland Counties

**Scranton**

Allied Health Care Services

**Sharon**

Keystone Vocational Services

**Stroudsburg**

The Burnley Workshop of the Poconos, Inc.

**White Haven**

White Haven Center

**Wilkes-Barre**

United Rehabilitation Services, Inc.

**Williamsport**

Hope Enterprises, Inc.

**RHODE ISLAND****Middletown**

Newport County Chapter, Rhode Island Association for Retarded Citizens

**North Providence**

Greater Providence Chapter, Rhode Island Assoc. for Retarded Citizens

**SOUTH CAROLINA****Aiken**

The Tri-Development Center of Aiken County, Inc.

**Beaufort**

Beaufort Vocational Rehabilitation Center

**Charleston Heights**

Charleston Vocational Rehabilitation Center

**Columbia**

Lexington Vocational Rehabilitation Center

**Conway**

Horry County Disabilities and Special Needs Board

**Easley**

Pickens County Board of Disabilities and Special Needs

**Florence**

Florence County Disabilities and Special Needs Board

**Greenville**

Greenville County Disabilities and Special Needs Board

Greenville Rehabilitation Center

**North Charleston**

Goodwill Industries of Lower South Carolina, Inc.

**Orangeburg**

Orangeburg County Disabilities and Special Needs Board

**Rock Hill**

York County Mental Retardation and Developmental Disabilities Board

**Seneca**

Oconee-Pickens Work Training Center

**Spartanburg**

The Charles Lea Center for Rehab and Special Education, Inc.

**Summerville**

Dorchester County Board of Disabilities and Special Needs

**Sumter**

Sumter County Disabilities and Special Needs Board, Inc.

The Genesis Center

**Walterboro**

Walterboro Vocational Rehabilitation Center

**SOUTH DAKOTA****Aberdeen**

Adjustment Training Center, Inc.

**Box Elder**

BH Services, Inc.

**Hot Springs**

Southern Hills Developmental Services, Inc.

**Huron**

Huron Area Center for Independence

**Pierre**

OAHE, Inc.

**Sioux Falls**

Sioux Vocational Services, Inc.

**TENNESSEE****Clarksville**

Progressive Directions, Inc.

**Cookeville**

Advocacy and Resources Corporation

**Jackson**

Madison Haywood Developmental Services

**Johnson City**

Dawn of Hope Development Center, Inc.

**Knoxville**

Goodwill Industries - Knoxville, Inc.

Knox County Association for Retarded Citizens

**Memphis**

Memphis Goodwill Industries, Inc.

Shelby Residential and Vocational Services, Inc.

**Nashville**

Goodwill Government Services, Inc.

**TEXAS****Abilene**

Abilene Goodwill Industries, Inc.

**Austin**

Goodwill Industries of Central Texas

Professional Contract Services, Inc.

Relief Enterprise, Inc.

St. Vincent DePaul Rehabilitation Services of Texas, Inc.

**Beaumont**

Statewide Consolidated Community Development Corporation, Inc.

Goodwill Industries Industrial Contracts and Temporary Services, Inc.

**Conroe**

Tri-County Mental Health and Mental Retardation Services

**Corpus Christi**

The RC Foundation

Goodwill Industries of South Texas, Inc.

Nueces County Mental Health Mental Retardation Community Center

**Dallas**

Goodwill Industries of Dallas, Inc.

LifeNet Community Behavioral Healthcare

**El Paso**

Goodwill Industries of El Paso

National Center for Employment of the Disabled

**Fort Worth**

Goodwill Industries of Fort Worth, Inc.

Expanco, Inc.

**Houston**

CRI Federal Services

**San Angelo**

Concho Resource Center

**San Antonio**

Goodwill Industries of San Antonio

Mavagi Enterprises, Inc.

South Texas Housing and Community Development Corporation, Inc.

Training, Rehabilitation, & Development Institute, Inc.

World Technical Services, Inc.

**San Angelo**

MHMR Services for the Concho Valley

**Wichita Falls**

North Texas State Hospital

Work Services Corporation

\* People with disabilities are employed in Puerto Rico although the contracts are operated by NPAs in other locations.

**UTAH****Clearfield**

Pioneer Adult Rehabilitation Center  
Davis County School District

**Ogden**

Enable Industries Incorporated

**Salt Lake City**

Community Foundation for the  
Disabled, Inc.

**VERMONT****Colchester**

Champlain Vocational Services, Inc.

**VIRGINIA****Alexandria**

Opportunities, Inc.

ServiceSource, Inc.

**Arlington**

Sheltered Occupational Center of  
Northern Virginia, Inc.

**Bristol**

Highlands Community  
Services Board

**Charlottesville**

WorkSource Enterprises

**Chesapeake**

Chesapeake Service Systems, Inc.

**Covington**

Jackson River Enterprises

**Fredericksburg**

Rappahannock Goodwill  
Industries, Inc.

**Hampton**

The Arc of the Virginia  
Peninsula, Inc.

**Leesburg**

Every Citizen Has  
Opportunities, Inc.

**Lynchburg**

Lynchburg Sheltered Industries, Inc.

**Manassas**

Didlake, Inc.

**Norfolk**

Goodwill Industries of  
Hampton Roads, Inc.

Louise W. Eggleston Center, Inc.

**Petersburg**

Association for Retarded Citizens,  
Petersburg Area, Inc.

**Portsmouth**

Portco, Inc.

**Richmond**

Goodwill Services, Inc.

Richmond Area Association for  
Retarded Citizens

**Salem**

Goodwill Industries of  
the Valleys, Inc.

**Springfield**

Mt. Vernon-Lee Enterprises, Inc.

**Victoria**

Southside Training Employment  
Placement Services, Inc.

**Virginia Beach**

Community Alternatives,  
Incorporated

Diversified Industrial Concepts, Inc.

Sara's Mentoring Center, Inc.

**Winchester**

NW Works, Inc.

**Wytheville**

Mount Rogers Community MH-MR  
Services Board

**WASHINGTON****Bellingham**

Cascade Christian Services

Lake Whatcom Residential and  
Treatment Center

**Bremerton**

Holly Ridge Center

**Bremerton**

Peninsula Services

**Clarkston**

Asotin County Board of  
Commissioners Developmental  
Services

**Ellensburg**

Elmview

**Issaquah**

AtWork!

**Kennewick**

Columbia Industries

**Oak Harbor**

New Leaf, Inc.

**Port Angeles**

Diversified Resource Center

**Port Townsend**

Skookum Educational Programs

**Republic**

Ferry County Community Services

**Seattle**

Northwest Center for the Retarded  
Provail

**Seattle**

Seattle Mental Health Institute, Inc.

**Spokane**

Career Connections

Good Works, Inc.

Pre-Vocational Training Center

**Sumner**

VADIS

**Vancouver**

Vantech Enterprises N.W.

**Tacoma**

Goodwill Contracting Services

**Walla Walla**

Lillie Rice Center

**Yakima**

Yakima Specialties, Inc.

**WEST VIRGINIA****Buckhannon**

Buckhannon-Upshur Work  
Adjustment Center, Inc.

**Charleston**

Goodwill Industries of Kanawha  
Valley, Inc.

**Clarksburg**

Job Squad, Inc.

**Craigsville**

The Sheltered Workshop of Nicholas  
County, Inc.

**Huntington**

Goodwill Industries of KYOWVA  
Area, Inc.

Prestera Center for Mental  
Health Services, Inc.

**Maben**

Integrated Resources, Inc.

**Parkersburg**

SW Resources, Inc.

**Ronceverte**

Gateway Industries, Inc.

**Star City**

PACE Training and Evaluation  
Center, Inc.

**Weirton**

Hancock County Sheltered  
Workshop, Inc.

**Wheeling**

Russell Nesbitt Services, Inc.

**WISCONSIN****Eau Claire**

L. E. Phillips Career Development  
Center, Inc.

**Elkhorn**

Vocational Industries, Inc.

**Fond du Lac**

Brooke Industries, Inc.

**Green Bay**

ASPIRO, Inc.

**La Crosse**

ORC Industries, Inc.

Riverfront Activity Center, Inc.

**Milwaukee**

Goodwill Industries of Southeastern  
Wisconsin, Inc.

Milwaukee Center for  
Independence, Inc.

**Wisconsin Rapids**

ODC Government Services, Inc.

**WYOMING****Cheyenne**

Goodwill Industries of  
Wyoming, Inc.

Magic City Enterprises, Inc.

**Casper**

Northwest Community Action  
Programs of Wyoming, Inc.

*"I recommend that federal customers  
use the JWOD Program because I think  
it's the best service we can get for  
the dollars that we expend."*

— Cathy Baker, General Services Administration,  
Public Building Services, Pittsburgh, Pa.

## **NATIONAL HEADQUARTERS**

8401 Old Courthouse Road  
Vienna, VA 22182  
(571) 226-4660  
(703) 849-8916 (fax)  
TDD: (703) 560-6512

## **SOUTH CENTRAL REGION**

2701 Avenue E East  
Suite 402  
Arlington, TX 76011  
(817) 622-7000  
(817) 652-1032 (fax)

## **PRODUCTS**

8401 Old Courthouse Road  
Vienna, VA 22182  
(571) 226-4625  
(703) 208-7326 (fax)

## **NORTH CENTRAL REGION**

1400 East Touhy Avenue  
Suite 300  
Des Plaines, IL 60018  
(847) 789-8400  
(847) 789-3240 (fax)

## **EAST REGION**

8401 Old Courthouse Road  
Vienna, VA 22182  
(571) 226-4600  
(703) 849-8741 (fax)

## **NORTHWEST REGION**

200 West Mercer  
Suite E-301  
Seattle, WA 98119  
(206) 272-3500  
(206) 285-8558 (fax)

## **SOUTH REGION**

112 TownPark Drive  
Suite 200  
Kennesaw, GA 30144  
(770) 424-9093  
(770) 426-7666 (fax)

## **WEST REGION**

73 Ray Street  
Pleasanton, CA 94566  
(925) 485-4100  
(925) 417-6888 (fax)





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[www.nish.org](http://www.nish.org)

[info@nish.org](mailto:info@nish.org)

## NISH *Mission*

Through the Javits-Wagner-O'Day Program, NISH develops and maintains employment and training opportunities for people with severe disabilities.

## NISH *Vision*

NISH envisions a society in which citizens with disabilities exercise individual decisions concerning their own lives, including employment, welfare, and personal supports and dignity.

## NISH *Values*

Integrity, Stewardship, Accountability, Quality,  
Diversity and Respect.

